Emerald™ ICE Hard Drive Voice Mail System Quick Reference Guide

Access Your Mailbox 1. Call the ICE System using the: Internal Number: Or External Number: 2. Press the # key. 3. Enter your Mailbox Number: Mailbox Number:

Enter selection from Main Menu.

4. Enter your Access Code:

Access Code:

Main Menu

- 1 Retrieve your Messages
- Send a Message
- (3) Mailbox Options Menu
- (4) Check Delivery Status
- Oheck Mailbox Status
- Hang up/Disconnect
- # Return to System Greeting
- Dial to internal number

Message Listening Options

- 1 Repeat the message
- 2 Save the message
- 3 Delete the message
- 4 Reply to the message
- (5) Check time/date stamp
- (6) Send a Copy
- (7) Rewind 5 seconds
- (8) Pause/Resume
- 9 Fast forward 5 seconds
- ## Skip to next message
 - * Cancel message review

Expert Mode

- # 2 Scan & save messages
- #3 Scan & delete messages
- # 5 Scan time/date

Message Copy Options

When copying a message:

1 Copy with comments

Record your comment Edit as desired

- (#) to accept comment
- * to cancel comment
- * Copy without comments

Select Copy Destination

Enter the mailbox number, group number or dial ® and personal group number to receive the message copy. Press # to use the directory.

- # Send the message now
- Delivery Options Menu
- * Cancel Destination

Hints & Tips

Change your security access code on regular basis.

Record your mailbox name and greeting in a clear voice.

From any menu options, pressing the *\(\operatorname{*}\) key will always go back up one menu level.

Pressing * * * will always exit the system.

Delivery Options Menu

- 1 Confidential message
- 2 Priority message
- 3 Proof of Delivery
- 4 Specific delivery date
- * Cancel delivery

Proof of Delivery Menu

- 1 Return receipt message
- 2 Non-delivery notification

Specified Delivery Date

- 1 Enter a specific date
- 2 Pick a day

Personal Options Menu

Select the option you wish to modify and follow the prompts.

- 1 Greetings
- 2 Access codes
- (3) Group list maintenance
- (4) Message notification
- Transfer options





Emerald™ ICE Telephone Button Legend

HELP

Press Help followed by any other button to hear step-by-step instructions on telephone features.

HEADSET

Pressing this button will turn off the speaker-phone functionality so that a headset can be used in the 2.5 mm headset jack. Use the SPKR button to make or answer calls.

ANNOUNCE

Press this button if you prefer to have your phone ring when another extension calls you or to mute your mic in Privacy mode.

CALLER ID

Press the button to scroll through the log of in-bound calls. To toggle a ringing call to CID number press this button and then the Volume down key. Requires Caller ID service from your telephone carrier.

DND

Press this Do Not Disturb button so that any calls are diverted to your voice mailbox. Your light will flash so others see you're in DND.

LNR

Last Number Redial is essentially redial. To redial an outside number: access a line first by pressing a line key or 9, then press LNR.

PAGE

Press this button to make an announcement over the telephone speakers.

FORWARD

Your administrator may have already forwarded your unanswered calls to voice mail. Forward allows you to further differentate how your calls are handled while you are busy or away from your desk.

LINE KEYS

Depending on how your system is programmed you may use these keys to access outside lines, or see the status of those lines.

VOICEMAIL

To login to your mailbox press this button. A slow flashing light indicates a new message. A fast flashing light indicates that someone is currently leaving a message, press the button to listen. To transfer a caller into a user's mailbox, press this button, then the DSS of the person and hang up to complete.