



## Vertical

# MP5000 Multi Line, Single Line and VoiceMail Cheat Sheets

### **MP5000 Phone Guide ‘Cheat Sheet’ – Multiline Phones**

**Lights:** Solid **Red**- In use at another phone. Flashing **Red**- On hold at another phone.  
Solid **Green**- In use at your phone. Flashing **Green**- On hold at your phone.  
Flashing **Orange**-Incoming ringing call.

**Answering Calls:** if your phone rings on incoming calls

- Lift handset & begin speaking
- (Or to answer over the speaker, depress flashing line button & begin speaking).

**Answering Calls:** if your phone does NOT ring on incoming calls

- Lift handset, Depress Flashing line button & begin speaking
- (Or to answer over the speaker, depress flashing line button & begin speaking).

**Making Outside Calls:**

- Lift handset
  - Dial number you are calling.
- (Or to make call over the speaker, depress line button then dial number you are calling).

**Making Intercom Calls:**

- Depress the preprogrammed button for the person you wish to call. Or press the ITCM button and dial the four digit extension number

**Placing calls on Hold:**

- Depress the Hold button.
- To retrieve the held call - press the line button that the call is on.

**Transferring Calls: (within your office)** While on the call,

- Depress the Transfer button, dial the four digit extension number
- Hang up (or you can announce the call and then hang up).

**Transferring Calls directly into someone’s voice mailbox:** While on the call,

- Depress the Voice Mail button
- When voice mail answers, dial four digit extension and \* and
- Hang up.

**Conferencing Calls:** While on the call

- Depress the Conference button, depress another line or ITCM, dial party.
- Depress the Conference button to connect all 3 parties.

You can make conference calls that involve up to 4 calls (including yourself).

\*Note: if you are conferencing outside calls & intercom calls, the intercom calls must be added last.

**All Page:**

- Lift Handset Depress the All Page button
- Make Announcement, Hang up.

\*to answer an ALL PAGE ~ while page is still in progress, lift handset of nearest Phone, press ITCM and dial 78





## Vertical MP5000 Multi Line, Single Line and VoiceMail Cheat Sheets

### MP5000 Voice Mail Guide ‘Cheat Sheet’ – Multiline Phones

**Mail Box Numbers:** Are the same as your intercom numbers

**Message Notification:** When you have voice mail messages, the voice mail button & the status lamp (top, far right lamp) will flash and your display will indicate how many new messages you have (i.e. 3 MSG).

**Accessing Your Voice Mail Box:** (from your phone)

- Depress the VoiceMail button
- When prompted, Enter your Password

**Accessing Your Voice Mail Box:** (from outside of the office, after hours)

- Call (*Your Voicemail Back door # or your main number for Auto Attendant Message*)
- When voice mail answers, press # (pound)
- When prompted, Enter your Mailbox Number
- When prompted, Enter your Password

**To Retrieve Messages:**

- Access your voice mailbox
- From the main menu, Press 1 ‘To listen to your messages’
- Then Press 1 to listen to new messages,
- or press 2 to listen to saved messages.

**To leave someone a voice mail message:**

- Access your mailbox
- From the main menu, Press 2 to ‘Send a Message’
- Follow prompts to enter person’s mailbox number
- After their greeting plays, leave your message

**To change your greeting (Vacation Holiday greetings etc)**

- Access your mailbox with your password
- From the main menu, Press 3 (Options Menu)
- To record your greeting Press 2
- Enter your Mailbox number

For pre-recorded holiday or vacation greetings: (you can set up greeting numbers 0-9 at any time from this step in the menu options - once completed you can choose a new greeting by going to the next step)

- Choose a new greeting, Press 5 – choose new greeting number (0-9) - confirm your new greeting selection by choosing Replay your greeting and press \* for current greeting

**To Reset your Tutorial**

- Access your mailbox with your password
- From the main menu, Press 3 (Options Menu)
- Press 9 and hang up
- Access your mailbox with your password – the tutorial will now play. When you complete the set up press \* so that the tutorial does not play the next time you access your Voicemail Box.

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### **Key Prompts:**

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| <b>0</b> = Pauses Message (0 again starts playback of message) | <b>1</b> = Replays Message                     |
| <b>8</b> = Rewinds Message for 8 seconds                       | <b>9</b> = Fast Forwards Message for 8 seconds |
| <b>2</b> = Saves Message                                       | <b>3</b> = Saves Message as New                |
| <b>61</b> = Forwards a copy of Message to another Mail Box     | <b>4</b> = Deletes Message                     |
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## Vertical MP5000 Multi Line, Single Line and VoiceMail Cheat Sheets

### Voice Mail 'Cheat Sheet' Single Line Phones

#### **Accessing Your Voice Mail Box:** (from within the organization)

- Lift Handset & Dial (*Main Mailbox #*)
- When voice mail answers, Press # (pound)
- When prompted, Enter your Mailbox Number
- When prompted, Enter your Password

#### **Accessing Your Voice Mail Box:** (from outside of the organization)

- Call (*Your Voicemail Back door # or your main number for Auto Attendant Message*)
- When prompted, Enter your Mailbox Number
- When prompted, Enter your Password

#### **To Retrieve Messages:**

- Access your voice mailbox
- From the main menu, Press 1 'To listen to your messages'
- Press 1 to listen to new messages, or press 2 to listen to saved messages.

#### **To Make Changes to Your Voice Mail Box:**

- Access your voice mailbox
- From the main menu, Press 3 for 'Options'
- Choose appropriate prompt to make desired change.

#### **To leave someone a voice mail message:**

- From any phone, lift handset & dial (*Main Mailbox #*)
- When voice mail answers, enter the person's mail box number
- After their greeting plays, leave your message.

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#### **Key Prompts:**

**0** = Pauses Message (0 again starts playback of message)    **1** = Replays Message

**8** = Rewinds Message for 8 seconds    **9** = Fast Forwards Message for 8 seconds

**2** = Saves Message    **3** = Saves Message as New    **4** = Deletes Message

**61** = Forwards a copy of Message to another Mail Box

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**Note:** For people that share single line phones (i.e. the Math Department): they will have 2 numbers associated with them, 1 is their physical phone extension number (that if dialed will ring the phone in that department and get you to the departments main voice mail greeting; the other is their private mailbox number where the caller will get their private greeting and can leave them a private message.

