

TPGBizPhone



Cordless W52P IP DECT Phone User Guide



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Getting Started

Welcome to your TPG BizPhone service!

If this is the first time you are using the TPG BizPhone Cordless W52P handset, please first refer to the TPG BizPhone W52P Quick Startup Guide to assemble and start up your handset. The BizPhone Quick Startup Guide is available on your Online Portal: <https://frontier.tpgtelecom.com.au/>

Topic includes:

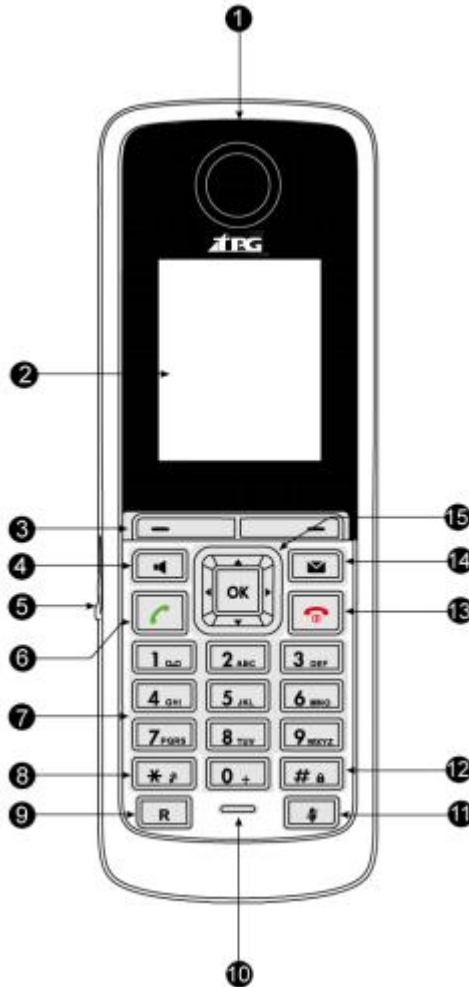
- Packaging Contents
- Assembling the Phone
- Startup the Phone
- Basic Handset Settings
- Basic Call Features

If you require additional assistance to your new handset, please contact your assigned System Administrator.

Overview



Hardware Component Instructions

The main hardware of the BizPhone Cordless W52P IP DECT phone are the LCD screen and the Keypad.



Hardware component instructions of the BizPhone Cordless W529 IP DECT phone are:

Item	Description
1	Earpiece Outputs audio during the earpiece call.
2	LCD Screen Shows call information, handset status icons, prompt messages and so on.
3	Soft Keys Label automatically to identify their context-sensitive features.
4	Speakerphone Key Switches between the earpiece and speakerphone modes. Answers an incoming call.
5	Headset Connector Connects a headset.
6	Off-hook Key Answers an incoming call. Enters into the redial call list. Places a call.
7	Keypad Provides the digits, letters, and special characters in context-sensitive applications.
8	Star Key Enters the star symbol. Switches the silent mode on or off.
9	Redirect Key Transfer a call to another party.

10	Microphone	Picks up audio during earpiece and hands-free calls.
11	Mute Key	Toggles Mute feature on or off.
12	Pound Key	Enters the pound symbol. Locks or unlocks the handset keypad. Switches the input mode.
13	On-hook Key/Power Key	Long presses in the menu mode to return to the idle screen. Long presses to turn the handset on or off when the handset is idle. Cancels actions or ends a call. Rejects an incoming call.
14	Message Key	Indicates a new receiving voice mail or a missed call. Accesses the voice mail or the missed call list.
15		Scroll through the displaying information. Move the cursor. Adjust the ringer volume. Act as shortcuts.
		Confirms actions or enters into the main menu.

Displaying information on LCD screen

The idle screen may be shown as follows:



Status Line:

- On hook (idle) – displays the signal strength indicator, internal handset number and battery status.
- Off hook – displays line ID.



Text Line:

- On hook (idle) – displays handset name, time and date, caller information when receiving an incoming call and prompt messages.
- Off hook – displays the dialled digits.






Soft Key Line:

- On hook (idle) – displays History and Line.
- Off hook - displays various terms according to the context of the specific feature.

Signal Strength

- Weak to strong: 
- No Reception: 















Battery Status

Icon	Battery Level
	Full
	High
	Medium
	Low
	Need Charging

Note: When the battery is low and the handset is not charged timely, the handset will play warning tone and display a prompt box every hour.

Icon Instructions

Below are the description of the icons that might appear on the LCD Screen.


Icon	Description
	Anonymous Call
	Anonymous Call Rejection
	Missed Call
	Voice Mail
	Keypad Lock
	Silent Mode
	Do Not Disturb
	Call Forward
	Call Hold
	Call Mute
	Unassigned Outgoing Line
	Unusable Line
	Loudspeaker On
	Headset Mode On

Customising Your Phone

General Settings

Turning handset On/Off

To turn the handset on:

- Long press  until the LCD screen lights up.
- Place the handset in the charger cradle.
The handset will be turned on automatically.




To turn the handset off:

- Long press  again when the handset is idle.



Locking/Unlocking Keypad

You can lock the handset keypad to prevent keys from being accidentally pressed.

To lock the keypad:

- Long press  when the handset is idle until the LCD screen prompts “Keypad Locked, Press and hold ‘#’ to unlock!”.
The keypad is locked and the  icon appears on the idle screen.
You can still answer or reject incoming calls as usual. You can also end the answered call by pressing .







To unlock the keypad:

- Long press  again until the LCD screen prompts “Keypad Unlocked”.
The keypad is unlocked and the  icon appears from the idle screen.

Backlight

Handset backlight status in the charging state or out of the charging state can be configured independently of each other. If enabled, the backlight is always on. Otherwise, the backlight is turned off after the handset is idle for a period of time. But the backlight is automatically turned on when an incoming call arrives, a key is pressed or the status of handset changes. You can disable the backlight to save power.





To configure the backlight on your phone:

1. Press  to enter the main menu.
2. Press  -> **Display** -> **Display Backlight**.
3. Press  or  to select the desired value from the In Charger field.
4. Press  or  to select the desired value from the Out Of Charger field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Language

The default language of the phone user interface is English.

To change the language on your phone:

1. Press  to enter the main menu.
2. Press  -> **Language**.
3. Press  or  to highlight the desired language and press the **Select** soft key.

The LCD screen prompts “Change phone language to xxx (the language you select)?”.

4. Press the **Yes** soft key to accept the change.



Text displayed on the handset will change to the selected language.

Time & Date

Date and time are displayed on the idle screen of your handset. You can configure the time and date format respectively. The handset supports two time formats (12 Hour or 24 Hour) and six date formats. The available date formats are listed in the following table:





Date Format	Example(2011-8-17)
d M,D	17 Aug,Wed
M d,D	Aug 17,Wed
D,d M	Wed,17 Aug
DD/MM/YYYY	17/08/2011
MM/DD/YYYY	08/17/2011
YYYY/MM/DD	2011/08/17

To configure the time and date manually on your phone:

1. Press  to enter the main menu.
2. Press  -> **Date & Time**.
3. Edit the current values in the **Date** and **Time** fields.
4. Press the **Save** soft key to accept the change.





The date and time displayed on the LCD screen will change accordingly.

To configure the time format on your phone:

1. Press  to enter the main menu
2. Press  -> **Display** -> **Time Format**.
3. Press  or  to highlight the desired time format, and press the **Change** soft key.

The radio box of the highlighted time format is marked. The time format displayed on the LCD screen will be changed accordingly.

To configure the date format on your phone:

1. Press  to enter the main menu.
2. Press  -> **Display** -> **Date Format**.
3. Press  or  to highlight the desired date format, and press the **Change** soft key.
The radio box of the highlighted date format is marked. The date format displayed on the LCD screen will be changed accordingly.



Audio Settings



Volume

You can adjust the ringer volume of your handset according to the noise level of the surrounding environment. The ringer volume can be adjusted using the menu or predefined shortcuts on the keypad when the handset is idle.

The handset supports 5 different ringer volume levels. The default level is 3.

To adjust the volume using the predefined shortcuts:

1. Press  or  when the handset is idle.







Press  to decrease the ringer volume, or press  to increase the ringer volume.
2. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note: If the ringer volume is adjusted to the minimum, the  icon will appear on the idle screen.

Ring Tones

Ring tones are used to indicate incoming calls. You can select different ring tones to distinguish your phone from your neighbour's.

To select a ring tone for your phone:


1. Press  to enter the main menu.
2. Select  -> **Audios** -> **Ring Tones** -> **Melodies**.
3. Press  or  to highlight the **Intercom Call** option for the desired line.
4. Press  or  to select and listen to the desired ring tone.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Menu Guidance

Main Menu

The handset menu has a number of levels. The main menu is the top-level menu, which consists of six menu items: Status, Intercom, Voice Mail, Call Features, Directory and Settings.

To enter the main menu:

- Press  when the handset is idle.


The six menus appear as a list of icons on the LCD screen.

To access a main menu feature:

1. Press , ,  or  to scroll through the six menus.

The name of the selected menu item appears on the top of the LCD screen.







2. Press  or the **OK** soft key to enter the corresponding submenu.

Submenu

The submenus are displayed on the LCD screen and they are shown as a list. You can access features of the submenu by entering the submenu.


To access features of Submenu:

1. Press  or  to highlight the desired menu.
2. Press  or the **OK** soft key to access the features of the submenu.

You can press  or the **Back** soft key to return to the previous menu level.

Returning to idle screen

To return to idle screen:

- Long press  to quickly exit the menu and return to the idle screen

If you do not press any key in a period of time, the LCD screen will automatically exit the menu and return to the idle status.

Note: When you are navigating the menu, and an incoming call arrives, the LCD screen will automatically exit the menu. The incoming call can be handled as usual. When the call is terminated, the LCD screen returns to the idle status.

Contact Management





Local Directory

You can store the frequently used contacts in the handset's local directory, where names and numbers can be freely added, deleted and edited. You can store up to 100 contacts per handset, each with a name, a mobile number and an office number. You can also dial a contact from the local directory. This allows you to make calls without having to dial the number manually. The directory entries are usually sorted in alphabetical order by the name attribute. Spaces and digits take first priority.

Using Alphanumeric Keys

You can edit names and numbers of the contacts stored in the local directory using the keypad. The digit keys 0-1 are devoid of any letters. But the digit keys 2-9 are all alphanumeric keys containing one digit and three or four letters in alphabetical order. The following describes how to use the alphanumeric keys in detail.


To configure the input method:

1. Press  to enter the main menu.
2. Select  -> **Display** -> **Input Method**.
The LCD screen displays all available input methods.
3. Press  or  to highlight the desired input method.
4. Press the **Change** soft key to check or uncheck the checkbox.


To enter a character:

- You can press the key which contains your desired character a certain number of times to enter the character.

To switch the input method:

- Press .
The current input method is indicated on the bottom right-hand corner of the LCD screen. For example, "ABC" represents the upper-case input method, "abc" represents the lower-case input method and "123" represents the digital input method.

To make a space:

- Press  when the input method is not "123".

To move the cursor:

- Press  or  to move the cursor.



To delete a wrong input character:

1. Place the cursor behind the wrong input character.
2. Press the **Del** soft key to delete the character.

Adding Contacts







Adding Contacts Manually

To add a contact to a local directory manually:

1. Press  to enter the main menu.
2. Select .
3. Press the **Options** soft key, and select **New Contact**.
If there is no contact in the local directory, press the **New** soft key directly.
4. Enter the desired values in the **Name**, **Number** and **Mobile** fields.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Adding Contacts from Call History





To add a contact to a local directory from Call History:

1. Press the **History** soft key when the phone is idle.
2. Press  or  to highlight the desired call history list, and press the **OK** key.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and select **Add To Local -> New Entry**.
5. Press  or  to set the number to be the office number or the mobile number of the new entry, and press the **OK** soft key.
6. Enter the name of the new entry in the **Name** field.
7. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Note: When you add a contact, both the office number and the mobile number cannot be left blank at the same time. When the contact name is left blank, the handset sets the office number or the mobile number as the contact name. If the information of the contact you want to add is totally same with that of an existing entry in the local directory, the screen will prompt "Contact save failed!".





Editing Contacts

To edit a contact in the local directory:

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key and select **Edit**.
5. Edit the values in the **Name**, **Number** and **Mobile** fields.
6. Press the **Save** soft key to accept the change.

Deleting Contacts



To delete a contact from the local directory:

1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key and select **Delete**.
The selected entry will be deleted successfully.





Blacklist

The build-in phone directory can store names and phone numbers for a blacklist. You can store up to 30 contacts and add, edit, delete or even call a contact in the blacklist directory. Incoming calls from blacklist directory contacts will be rejected automatically.





To add a contact to the blacklist directory manually:

1. Press  to enter the main menu.
2. Press  -> **Telephony** -> **Caller Blacklist**.
3. Press the **OK** soft key.
If there is already an entry, press the **Options** soft key, and select **New Entry**.
4. Enter the desired number in the **Phone Number** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To add a contact to the blacklist directory from the Call History:

1. Press the **History** soft key when the handset is idle.
The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press  or  to highlight the desired list, and press the **OK** soft key.
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key, and select **Add To Blacklist**.
The LCD screen prompts "Are you sure?".
5. Press the **Yes** soft key to add the selected entry to the blacklist or the **No** soft key to cancel.

To delete an entry from the Blacklist:

1. Press  to enter the main menu.
2. Press  -> **Telephony** -> **Caller Blacklist**.
3. Press  or  to highlight the desired entry.
4. Press the **Options** soft key and select **Delete**.
The selected entry will be deleted successfully.

Call History Management

The W52P IP DECT phone maintains call history call history lists of Placed Calls, Received Calls, Missed Calls and Forwarded Calls. Call history lists support up to 400 entries. You can view call history, place a call, add a contact or delete an entry from the call history list. Call History feature is enabled by default.

To view Call History:

1. Press the **History** soft key when the handset is idle.
The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press or to highlight the desired list, and press the **OK** soft key.
The LCD screen displays all entries of the selected list.
3. Press or to highlight the desired list, and press the **View** soft key.
The LCD screen displays the detailed information of the entry.

To delete an entry from the Call History list:

1. Press the **History** soft key when the handset is idle.
The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press or to highlight the desired list, and press the **OK** soft key.
The LCD screen displays all entries of the selected list.
3. Press or to highlight the desired entry.
4. Press the **Options** soft key and select **Delete**.
The selected entry will be deleted successfully.




To delete all entries from the Call History list:

1. Press the **History** soft key when the handset is idle.
The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press or to highlight the desired list, and press the **OK** soft key.
The LCD screen displays all entries of the selected list.
3. Press the **Options** soft key and select **Delete All**.
The LCD screen prompts "Delete All?".
4. Press the **Yes** soft key to delete all entries of the selected list or the **No** soft key to cancel.

Basic Call Features



Placing Calls

To place call:

1. Enter the desired number using the keypad.
2. Press ,  or  to dial out.






To place call during an active call:

You can place at most two calls on your handset.


1. Press the **Ext. Call** soft key.
The active call is placed on hold.
2. Enter the desired number in the **Call To** field using the keypad.
3. Press  or  to dial out.

Placing Calls from Local Directory

To place a call to a contact from the local directory:






1. Press  to enter the main menu.
2. Select .
3. Press  or  to highlight the desired entry.
4. Do one of the following:
 - If only one number is stored for the contact in the local directory, press  to dial out directly.
 - If both the office number and the mobile number are stored for the contact in the local directory, press the **View** soft key to display the two numbers.

Press  or  to highlight the desired number.

Press  to dial out.

Placing Calls from Call History

To place a call from the Call History list:

1. Press the **History** soft key when the handset is idle.
The LCD screen displays 4 call history lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.
2. Press  or  to highlight the desired list, and press the **OK** soft key.
The LCD screen displays all entries of the selected list.
3. Press  or  to highlight the desired entry.
4. Press .

Answering Calls

You can answer a call in three ways when you are not in another call using your Cordless W529 IP DECT phone:

- Using the earpiece
- Using the speakerphone
- Using the headset

Note: You can ignore an incoming call by pressing the **Silence** soft key or reject an incoming call by pressing the on-hook key.

Answering when not in another call



To answer call using the earpiece: Press  or the **Accept** soft key.

To answer call using the speakerphone: Press .

To answer call using the headset: With the headset connected, press the **Accept** soft key.

Answering when in another call


If you have an active call, and an incoming call arrives on your phone, do the following:

- Press  ,  or the **Accept** soft key.
The incoming call is answered and the original call is placed on hold.

Ending Calls



To end a call:

Do one of the following:





- Press .
- Place the handset in the charger cradle.

Redialling Numbers

To redial the last dialled number from your phone:

1. Press  when the handset is idle.
2. Press  again.
A call to your last dialled number is attempted.



To redial a previously dialled number from your phone:

1. Press  when the handset is idle.
The handset displays the dialled phone numbers.
2. Press  or  to highlight the desired entry.
You can press **Options** -> **Edit Before Call** to edit the phone number or select the desired line by pressing the **Line** soft key.
3. Press  again.



Call Mute

You can mute the microphone during an active call. When muting the microphone, you can hear the other party but he or she cannot hear you. For example, if you do not want the other party to listen in while you talk to someone in the room, you can mute the microphone temporarily.

To mute a call:

- Press  during an active call.
The call is on mute and the  icon is displayed on the LCD screen.


To un-mute a call:

- Press  again.
The  icon disappears from the LCD screen.

Call Hold/Resume



You can place an active call on hold. Only one active call can be in progress at any time. Other calls can be made and received while placing the original call on hold.

To place a call on Hold:



- Press the **Options** soft key during a call, and select **Hold**.
The call is placed on hold and the  icon is displayed on the LCD screen.

To resume a held call:

Do one of the following:

- Press the **Resume** soft key.
- Press .
- Press .

Two Calls on Hold





If two calls are placed on hold on the handset, press the **Resume** soft key to resume the current call. Press ,  or the **Swap** soft key to swap between two calls.

Note: When the call on the handset is placed on hold, placing the handset in the charging cradle will not end the call.

Do Not Disturb (DND)

You can use DND to reject incoming calls automatically on the phone. All calls you receive while DND is enabled are logged to your missed calls list.

To activate DND on your phone:

1. Press  to enter the main menu.
2. Select  -> **Do Not Disturb**.
3. Press  or  select **Enabled** from the **Status** field.
4. Press the **OK** soft key to accept the change.

The  icon on the idle screen indicates the DND mode is activated.

Note: Do Not Disturb is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.









Call Forward

You can configure your phone to forward incoming calls to another party through Call Forwarding.

There are 3 types of Call Forwarding:

- Always Forward: Incoming calls are immediately forwarded.
- Busy Forward: Incoming calls are immediately forwarded if the phone is busy.
- No Answer Forward: Incoming calls are forwarded if not answered after a period of time.

To enable Call Forward on your phone:

1. Press  to enter the main menu.
2. Select  -> **Call Forward**.
3. Press  or  to highlight the desired forwarding type, and press the **OK** soft key.
4. Press  or  select **Enabled** from the **Status** field.
5. Enter the destination number you want to forward incoming calls to in the **Target** field.
6. Press  or  to select the desired ring time to wait before forwarding from the **After Ring Time** field (only available for No Answer Forward).
7. Press the **Save** soft key to accept the change.

The  icon on the idle screen indicates the Call Forward feature is enabled.



Note: Call Forward is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.


Call Transfer

You can transfer a call to another party in one of three ways:


- **Blind Transfer:** Transfer a call directly to another party without consulting.
- **Semi-Attended Transfer:** Transfer a call when the target phone is ringing.
- **Attended Transfer:** Transfer a call with prior consulting.



To perform a blind transfer:

1. Press the **Options** soft key during a call, and select **Hold**.
 2. Do one of the following:
 - Enter the number or select the handset you want to transfer the call to.
Press  ,  or the **Transfer** soft key.
 - Press the **Directory** soft key, and select the desired contact.
Press the **Call** soft key.


If both the office number and the mobile number of the contact are stored, select the desired number and press  or the **OK** soft key to dial out.
- The call is connected to the number you specified, and the LCD screen prompts “Call Transferred”.



To perform a semi-attended transfer:

1. Press the **Options** soft key during a call, and **Transfer**.
2. Do one of the following:
 - Enter the number or select the handset you want to transfer the call to.
Press  or the **Transfer** soft key to dial out.
 - Press the **Directory** soft key, and select the desired contact.
Press the **Call** soft key.

If both the office number and the mobile number of the contact are stored, select the desired number and press  or the **OK** soft key to dial out.
3. Press  or the **Transfer** soft key to complete the transfer after the party answers the call.
The LCD screen prompts “Call Transferred”.

To perform an attended transfer:







1. Press the **Options** soft key during a call, and **Transfer**.
2. Do one of the following:
 - Enter the number or select the handset you want to transfer the call to.
Press  or the **Transfer** soft key to dial out.
 - Press the **Directory** soft key, and select the desired contact.
Press the **Call** soft key.

If both the office number and the mobile number of the contact are stored, select the desired number and press  or the **OK** soft key to dial out.
3. Press  or the **Transfer** soft key to complete the transfer after the party answers the call.
The LCD screen prompts “Call Transferred”.

Call Waiting

You can enable or disable call waiting on the phone. If the call waiting is enabled, you can receive another call while there is already an active call on the phone. Otherwise, another incoming call is automatically rejected by the phone with a busy message when there is an active call on the phone. You can also enable or disable the phone to play a warning tone when receiving another call.

To configure call waiting on your phone:


1. Press  to enter the main menu.
2. Select  -> **Call Waiting**.
3. Press  or  select the desired value from the **Status** field.
4. Press  or  to select the desired value from the **Tone** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.


Note: Call Waiting is local to the phone, and may be overridden by the admin settings. For more information, contact your system administrator.

Three-Way Conference

The W529 IP DECT Phone supports up to 3 parties (including yourself) in a conference call.


To set up a conference call:

1. Place a call to the first party.
2. Press the **Options** soft key, and select **Conference**.
3. Do one of the following:
 - Enter the number of the second party you want to add to the conference.
Press  or the **Conf.** soft key to dial out.
 - Press the **Directory** soft key, and select the desired contact.
Press the **Call** soft key.


If both the office number and the mobile number of the contact are stored, select the desired number and press  or the **OK** soft key to dial out.
4. When the second party answers the call, you can consult with him or her before adding to the conference.
5. Press the **Conf.** soft key to join all parties in the conference.

Advanced Phone Features

Voice Mail

Your Voice Mailbox is pre-configured and ready to use as soon as you receive your W52P handset. You can listen to voice mails that are stored in your voice mailbox. When receiving a new voice mail, the  icon appears on the LCD screen with the number of unread voice mails, and message key LED flashed red.

To listen to Voice Mail:

1. Press the **OK** soft key to enter the main menu.
2. Select  -> **Play Message**.
3. Press **OK** soft key to dial the Voice Portal.
4. Enter your voice portal passcode. Follow the voice prompt to listen to your Voice Mail.

Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

5. Press **1** to enter your Voice Mail box, and then press **1** again to listen to your message(s).


Greetings

You can record your greetings (busy, no answer or extended away) for your voice mail via the voice portal.

Busy Greetings

Busy Greetings is the greetings that the callers will hear if you have Do Not Disturb feature activated or if you are on a call and do not have Call Waiting activated.

To record your Busy Greetings:

1. Press the **OK** soft key to enter the main menu.
2. Select  -> **Play Message**.
3. Press **OK** soft key to dial the Voice Portal.
4. Enter your voice portal passcode. Follow the voice prompt to listen to your Voice Mail.


Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.

5. Press **1** to enter your Voice Mail box, followed by **2** to access your Busy Greetings, and then press **1** to record your Busy Greetings.
6. Follow the voice prompt and record your Busy Greetings.

No Answer Greetings

No Answer Greetings is the greetings that the callers will hear if you do not answer their calls.


To record your No Answer Greetings:

1. Press the **OK** soft key to enter the main menu.
2. Select  -> **Play Message**.
3. Press **OK** soft key to dial the Voice Portal.
4. Enter your voice portal passcode. Follow the voice prompt to listen to your Voice Mail.
Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.
5. Press **1** to enter your Voice Mail box, followed by **3** to access your No Answer Greetings, and then press **1** to record your No Answer Greetings.
6. Follow the voice prompt and record your No Answer Greetings.

Extended Away Greetings

Extended Away Greetings is the greetings that the callers will hear if you plan to be away from your desk for an extended amount of time. You are required to activate and deactivate this greetings manually.

To record your Extended Away Greetings:

1. Press the **OK** soft key to enter the main menu.
2. Select  -> **Play Message**.
3. Press **OK** soft key to dial the Voice Portal.
4. Enter your voice portal passcode. Follow the voice prompt to listen to your Voice Mail.
Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice. If you do not receive a voice mail access code, please contact your system administrator.
5. Press **1** to enter your Voice Mail box, followed by **4** to access your Extended Away Greetings, and then press **1** to record your Extended Away Greetings.
6. Follow the voice prompt and record your Extended Away Greetings.
7. After you record your Extended Away Greetings, you are required to activate the greetings by pressing **1**. Once you have this greetings activated, you will be reminded each time you log in to listen to messages that this greeting is activated.

To de-activate your Extended Away Greetings, follow step 1-2 above and press **2**.

Note: When the Extended Away Greetings is activated, the callers are not able to leave a voice message. Once it is de-activated, voicemail collection is turned back on.