



conversant

C-VOX

User Guide

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Service Activation Codes

This section lists various codes that may be used to access, enable and disable features on the PABX.

Logon / logoff

Logon and logoff functions are used to associate a phone device with an extension number. This is particularly useful when users move to different locations (hot-desking for example).

Access Code	Description
*11	User logon
*11XXXX	User logon for extension XXXX
*12	User logoff

Call return

Call return dials the number of the last caller (if caller id is available).

Access Code	Description
*69	Call the number that last dialed your extension

Voicemail

This section describes the voicemail system, which may be used to record and listen to recorded messages. The voicemail system has a number of menus available to access various options. These menus are described below. To access these menus you must first have logged in to the voicemail system using the access code described below.

The voicemail system enables messages to be listened to, saved in folders for later reference, deleted or forwarded to another mailbox.

Voicemail access codes

Access Code	Description
*97	Access the voicemail system for the mailbox of the calling extension
*98XXXX	Access the voicemail system for the mailbox for extension XXXX

Voicemail main menu

Access Code	Description
0	Mailbox options menu: Access the voicemail system for the mailbox of the calling extension
1	Messages menu: Listen to, move, forward and delete voicemail messages
2	Change folder menu
3	Advanced options
*	Help

Mailbox options menu

Access Code	Description
1	Record unavailable message: This message will be played if the extension is not answered. Refer to the Message recording review menu.
2	Record busy message: This message will be played if the extension is busy (engaged). Refer to the Message recording review menu.
3	Record name. Refer to the Message recording review menu.
4	Record temporary greeting: This message will be played in all circumstances if the caller is sent to voicemail. This is usually used if you are out of the office for a short time, away on holiday etc. Refer to the "Message recording review menu" section. To disable this and revert to the normal busy and unavailable messages, you should delete the temporary greeting. Refer to the "Temporary message recording menu" section.
5	Change password: Enables you to change the code used to access your mailbox
*	Return to the main menu

Message recording review menu

Access Code	Description
1	Accept the recorded message.
2	Listen to the recorded message.
3	Delete and re-record the recorded message.

Temporary message recording menu

Access Code	Description
1	Record your temporary greeting.
2	Delete your temporary greeting.

Messages menu

Access Code	Description
3	Advanced options: 1: Reply to the message (by sending the caller a voicemail message) 2: Call back the extension that left the message 3: Listen to the message details (i.e. CallerID, time etc)
4	Listen to the previous message
5	Repeat the current message
6	Listen to the next message
7	Delete the current message
8	Forward the current message to another mailbox
9	Save the current message
*	Help
#	Exit

Note: When listening to a message # will fast forward and * will rewind

Change folder menu

Access Code	Description
0	New messages
1	Old messages
2	Work messages
3	Family messages
4	Friends messages