



## Panasonic TPA50

**Questions? Just call 7-HELP or dial 816-268-2590**

### **Voicemail**

#### **Accessing Voicemail:**

**Press the Menu button and scroll to the envelope icon ☒. Press Menu to select, and again to access your voicemail. To access the voicemail system from an outside phone, dial your phone number and press "0" once your voicemail picks up the call.**

You will hear "Comedian Mail" announced. If you are not calling from your desk telephone, this will be followed by "Mailbox." **Enter your 5-digit user ID (6XXXX)** associated with your voicemail account. If you are calling from your sipVine phone, you will be recognized by the system and you will skip this step.

**Enter your password when prompted.** (The default is 12345)

#### **Listening to Voicemails:**

You will hear one of the following: "You have no messages" "You have \_\_\_ new messages" or "You have \_\_\_ old messages"

#### **Following the voice prompts for further instructions:**

- Press 1 for new (or old) messages and messages will begin playing after the introduction of the time stamp, caller ID, and length. To skip the computer introduction, press one and the message will begin playing.
- Press 2 to change folders - if you want to change between new messages and old saved messages.
- Press 3 for advanced options – rarely used. Follow prompts.

Once you have listened to your voicemail, follow prompts for additional action, such as **press 7 to delete.**

#### **Setting up Your Voicemail Box:**

Once you are logged in to voicemail, "Press 0 for mailbox options" - **You will want to record option 1 (unavailable message) and option 3 (name) as soon as possible**

- 1 to record your unavailable message
- 2 to record your busy message
- 3 to record your name
- 4 to record your temporary greeting, e.g. on vacation
- 5 to change your password
- \* for help
- # to exit



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### **Phone Features**

**For outgoing calls – always dial a “9” first and then the number**

**To answer an incoming call:**

- Press **Talk**. To hang up, press **Off**.

**Features available once on a call:**

1. **Transfer a call** – press the **Menu** scroll button, Scroll to **Transfer**, enter the number you wish to transfer to and then press **[Trans]** softkey once the called number answers. If it is an outside number, remember to enter a “9” first!
2. **Conference in a Third Party** – once a call is established with the first party, press the **Menu** scroll button, scroll to **Conference**, enter the number you wish to conference in to and then press **[Conf]** softkey once the called number answers. If it is an outside number, remember to enter a “9” first!
3. **Mute** – simply press the “**Mute**” softkey button to mute your voice to other callers.
4. **Hold** – to place a caller on hold, simply press the “**Hold**” soft key. The caller will then hear soothing classical music.
5. **Recording a Call** – pressing the “★1” buttons in sequence will immediately start an audio recording of the call. The recording will end once the phone call is ended. An audio file recording of the call will be emailed to you at midnight Central time.

**Features available when not on a call:**

1. **Redial** – pressing the **[Redial]** Key will bring up the last several numbers you have called. Using the scroll key, select the number and press **[Talk]**.
2. **Call History** – Pressing the **[CID]** button, then use the scroll key to view the history. You can redial any of the numbers by scrolling to the number and press **[Talk]**.
3. You can add items to your **phone book** as calls come in or manually. Under the menu, scroll to the address book and hit select to add to your phone book. When in the Call History, select **[Menu]** and an option will show up to save the number in your phone book.