Where to find out more & getting help

This is a guide to using the Chorus phone and voicemail. For information on additional functionality, eg call history, directory, contacts, instant messaging and tele-conferencing, go to http://help.it.ox.ac.uk/chorus. For further assistance contact your local ITSS representative or the central IT Service Desk on (01865 6) 12345 or help@it.ox.ac.uk.

Basic call management

Making a call
Your phone works in the usual way, however pressing OK after entering the number will result in the phone immediately placing the call. If you do not press OK, the call will be placed after a short delay.

Redial last dialled number
Lift handset and press OK.

Hold or retrieve a call
- During a call press Hold.
- To retrieve a call: press Hold again

Transfer a call
1. During a call with party A, press Transfer.
2. Enter the phone number of party B and press OK.
3. You can then either:
   - press Transfer while party B is ringing,
   - or wait for party B to answer, announce the call and then press Transfer.

Call log
When you receive a call, it is added to the Call Log.

Dial from the Call Log
1. Press Messages.
2. Use the Up and Down keys to display Call Log and press OK.
3. Use the Up and Down keys to select Missed, Dialled, Received, or Forwarded calls.
4. Press OK.
5. Select the desired entry and press OK.
Clearing the missed call indicator
When you miss a call the phone display will show ☻ and the number of calls that have been added. To clear this indicator:
1. Press Messages.
2. Press Messages again.
3. The Missed Call indicator will clear from the phone display.

Set call forwarding
1. Press the Forward button.
2. Press the ▪ button until the ‘Set a forwarding destination?’ option appears and then press OK.
3. Then enter the extension/number that you would like to forward your calls to and press OK to confirm.
4. The light on the Forward button will illuminate.
To cancel call forwarding, press the Forward button, the light will then turn off.

Voicemail
When you receive a voicemail, the red indicator on your phone will be lit and your phone will display the 📞 icon.

Set your voicemail password
You will need to set a Chorus voicemail password in order to change your greeting or to access voicemail using the phone. To do this:
1. Go to https://register.it.ox.ac.uk/self/chorus_pin
2. Enter a six digit numeric voicemail password in the voicemail password fields (see note below).
3. Make sure you remember the voicemail password as you will use this to listen to your voicemail messages.
   TIP: The resulting message will advise that the voicemail password will be available for use in ten minutes. If you try to use it before it is ready, you will be advised that the voicemail password is not valid, and your account will be locked after three attempts. If this happens, you need to wait for 30 minutes and try again – there is no need to contact the central Service Desk.

Record your name
The first time you access voicemail using the phone, you will be asked to record your name. This will insert your recorded name into the default voicemail greeting.
1. Lift the receiver and press Messages.
2. When prompted for your password, enter your voicemail password followed by *.
3. When prompted, record your name and then enter *.
4. To replay your name, press 73.
5. If you are happy, press # to end. Otherwise, to delete and re-record your message, press 61, and resume at step 3.
6. You can now hang up.

**To listen and manage messages**
1. Lift the receiver and press Messages.
2. When prompted for your password, enter your voicemail password followed by #.
3. You will be told how many messages you have received.
4. Press 3 to listen to your first message. If you have more than one message, the latest one will be played first.
   *Tip: You will not be able to do this if you do not have messages.*
5. You can either hang up to end the call or:
   - Press 7 to replay message.
   - Press 4 to save message
   - Press 6 to delete message.
   - Press # to respond to message. This gives further options to forward the message or call the number from which the message was left.
   - Press 2 to skip to the next message.
   - Press 5 to return to main menu.

**Record a new personal greeting**
The default voicemail greeting is “The party you have called, [Recorded Name], at extension #### cannot be reached. You may leave a message or transfer to another extension. To leave a message, begin speaking at the tone, or to transfer out of Xpressions, press 0”. (Xpressions is the name of the Chorus voicemail system.)
1. Lift the handset and then press Messages
2. When prompted for your password, enter your voicemail password followed by #.
3. You will be presented with a series of options. To fast track to the option to record a new greeting, enter 8111. There is no need to wait for the options to be read out before entering this number.
   *Tip: if you hear ‘invalid selection’ after entering the number above, enter 311 and resume from step 4 below.*
4. When prompted, record your greeting and press *.
5. To replay your message, press 73.
6. If you are happy, press # to end. Otherwise, to delete & re-record your message, press 61, and resume at step 4.
7. You can now hang up.
Phone settings

Some users may want to change their ring tone to distinguish their phone from those of their colleagues.

**NB: If you have previously used Settings, the phone may remember where you left off. If your display doesn’t reflect the instructions below when you press the Settings button, press Back until the Settings light goes out, and start again.**

### Change the ring tone

1. Press Settings (or Services if you have a 55G phone) button.
2. Use the Up and Down keys to display Settings?, Press OK.
3. Use the Up and Down keys to display User, press OK.
4. Enter the phone password which is 123456 and press OK.
5. Use the Up and Down keys to display Audio, press OK.
6. Use the Up and Down keys to display Settings?, press OK.
7. Use the Up and Down keys to display Pattern Melody = #, press OK.
8. Use the Up and Down keys to select a new ring tone, press OK.
10. When prompted to save, press OK.
11. Press Settings/Services button to exit.

### Change the volume

You can select different volume settings for different features of your phone, such as ringer, loudspeaker, handset, etc.

1. Press Settings/Services button.
2. Press OK.
3. Use the Up and Down keys to display User, press OK.
4. Enter the phone password which is 123456 and press OK.
5. Use the Up and Down keys to display Audio, press OK.
6. Use the Up and Down keys to display Volumes, press OK.
7. Use the Up and Down keys to display Audio, press OK.
8. Use the Up and Down keys to display the feature for which you would like to change the volume (eg handset or ringer), press OK.
9. Use the Up and Down keys to set the volume.
10. Use the Up and Down keys until it displays Save & Exit.
11. Press OK.
12. Press Settings/Services button to exit.