

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, Dialed, 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**.
9. Press **Back**.
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.

