

Where to find out more & getting help

This is a guide to using the Chorus gigaset (cordless phone) and voicemail. For information on additional functionality, eg call history, directory, contacts, instant messaging and teleconferencing, 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

Dial number and then press **green call button**.

Redial from call log

1. Press **green call button** to access the call log.
2. Then select number you want to dial using navigation buttons.
3. Press **green call button** to dial it.

Hold or retrieve a call

- During a call press **R button** to hold the call.
- To retrieve a call: press **end button** at the bottom left-hand corner of the screen.

Transfer a call

1. During a call with party A, press **R button**. This will place party A on hold.
2. Enter the phone number of party B. This will place a call to party B.
3. After party B answers press **options button** at the bottom right-hand corner of the screen. This will display the transfer options.
4. Select call transfer option from the list by using the navigation buttons, then press **OK button**. This will transfer the call.

Clearing the Missed Call indicator

When you miss a call the phone display will show the number of calls that have been missed.

- To clear this indicator press **calls button** at the bottom left-hand corner of the screen.
- Use the navigation keys to navigate to the missed call option and press **OK**. This will display missed calls.
- Pressing the **red button** twice will now return you to the home screen and clear the missed call indicator.

Voicemail

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 numerical 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. Call **87000**.
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 & re-record your message, press **61**, and resume at step 3.
6. You can now hang up.

To listen to and manage messages

1. Call **87000**.
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:
 - a. Press **7** to replay message.
 - b. Press **4** to save message.
 - c. Press **6** to delete message.
 - d. Press **#** to respond to message. This gives further options to forward the message or call the number from which the message was left.
 - e. Press **2** to skip to the next message.
 - f. 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.)

If you want to replace the default greeting with a personally recorded greeting:

1. Call **87000**.
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.

