

# LONG ISLAND CARES TELEPHONE USER GUIDE

## Voice Mail

- Press V-Mail button for mailbox access.
- Enter your extension and #.
- Enter password (initially 2580) and #.
  - Press 1 to send a message to another mailbox.
  - Press 2 to listen to messages.
  - Press 3 to record personal greetings.
  - Press 5 to change your password (option 4) or record your name (option 5).

## Conference Calls

- With the first telephone call on the line, press Conf.
- Dial another extension or number.
- Upon connection with second telephone call, press Conf again.
- Repeat to conference a third party.
- Press Drop and the line button to drop one party from the conference.
- Hang up to disconnect all parties.

## Transfer Calls

- With the telephone call on the line, press Transfer.
- Dial another extension or number.
- Upon connection with second telephone call, press Transfer again.
  - Optional – announce call prior to pressing Transfer the second time.
  - If the call is rejected, press the original line button to retrieve call.

## Transfer To Voice Mail

- With the telephone call on the line, press TFR to VM.
- Dial the extension to which you wish to direct the call.
- Hang up; the caller will be directed to the person's mailbox.

## Remote Access To Voice Mail

- Listen for the initial greeting "Thank you for calling Long Island Cares."
- Dial 7 and wait for the response "Welcome to Audix."
- Enter your extension and #.
- Enter password and #.

## Tips:

- Volume button applies to the current situation; e.g., raise or lower the ring volume when the telephone unit is ringing; raise or lower the listening volume when using the handset.
- Press \*R at any time to return to previous menu.
- Press \*H at any time to access context-sensitive help.
- Listen to the entire menu at each step until the process becomes familiar.
- There is a printed list of procedures underneath your telephone unit for advanced features.