Delta College

Zultys User Guide

Zultys	Voice Mail Guide

Setting up your mailbox

1. Log in
Press Vmail Button. Or dial *86, then
Dial mailbox number followed by #
At the prompt enter default password (64531) followed by #
Follow the steps if you are prompted to change your password.

2. Set your password
Enter your new password min. 5 digits – max. 16 digits. <u>No</u> repeating digits. Must not match extension or full phone number. Must not match last 4 security codes.
Press 1 to accept password, press 2 to re-enter

3. Record your name
At the tone, speak your name ("Chris Brown")
Press # when finished recording
Accept your name by pressing 1 or press 2 to re-record

4. Record your personal greeting
Press 1 to record
At the tone, speak your greeting
Press # when finished recording
Accept your recording by pressing 1 or press 2 to re-record
Congratulations! You have successfully completed setting up your mailbox. You may now hang up.

Accessing your mailbox

From your desk phone:
1. Press MESSAGE key (or enter Dial *86)
2. Dial mailbox number followed by #
3. Enter your "new" password followed by #

From an outside phone

1. Call your direct number, **989-686-9626 or 989-758-3626 or 989-495-4000**
2. Dial #
3. When you hear the "*Voicemail System*" greeting, enter your mailbox number followed by #
4. Enter your password followed by #

Main menu options

1 – Review messages
2 – Scan messages
3 – Send Message
4 – More options

Review messages

From the Main Menu, press 1 to review messages
Options while listening to messages:
1 - Repeat
7 - Rewind (3 seconds)
8 - Pause/Resume
9 - Skip forward (3 seconds)
- Play next message
* - Skip date/time

Options after listening to messages:
2 - Save
3 - Erase/Delete
4 - Reply
5 - Forward
6 - Play previous message

Mailbox Options

From the Main Menu, press 4 to enter More Options menu
1 - Change Personal Profile
1 - Change password
* - Return to main menu

2 - Record your name or greeting
1 - Record name
2 - Record greeting (1 – 4)
3 - Play name and greetings
4 - Activate greeting
* - Return to main menu

6 - Call Forwarding
1 - Activate/deactivate
2 - Review settings
* - Return to main menu

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Placing Calls

Using the Handset:

1. Pick up the handset.
2. Enter the number, and press the Send soft key or the ⌗ key.
3. –OR- enter the number and lift the handset to start the call.

Using the Speakerphone:

1. With the handset on-hook, enter the number.
2. Then press the 🔊 key or the send key.

Using the Headset:

1. With the headset connected, press the ☉ key to activate the headset mode.
2. Enter the number, and then press the **Send** soft key or the ⌗ key.

Answering a Call

Pick up handset.

Or press the 🔊 key.

Or press the ☉ key.

Ending a call

Hang up the handset, or press the **EndCall** soft key, or press the **X** key.

Redial

Press the 🔄 key to enter the placed calls list, press the ⌃ or ⌄ to select the desired entry, and then press 🔄 or the **Send** soft key.

Or press 🔄 twice to redial the last number.

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Phones Guide

Hold

To place a call on hold:
Press the **Hold** soft key during a call.

To resume the call, do one of the following:

1. If there is only one call on hold, press the **Resume** soft key.
2. If there is more than one call on hold, press ⌃ or ⌄ to select the desired call, and then press the **Resume** key.

Call Transfer

Blind Transfer:

1. Press the **Trans** soft key during a call. The call is placed on hold.
2. Enter the number or extension you want to transfer the call to.
3. Press the **B Trans** soft key.

Attended Transfer:

1. Press the **Trans** soft key during a call. The call is placed on hold.
2. Enter the number or extension you want to transfer the call to and press the Send soft key or the ⌗ key.
3. Press the **Trans** soft key when ready to complete the transfer or the **X** key to cancel the transfer.

Cancel Transfer:
To cancel any call transfers just press the **X** key.

Call Conference

1. Press the **Conf** soft key during a call with the first party.
2. Enter the number for the second party and press the **Send** soft key or ⌗ key
3. Press the **Conf** soft key again when the second party answers.
4. Press the **EndCall** soft key to end the conference call for all parties.