

# Telephone and Voice Mail Quick Reference Guide

ADTRAN® IP 712 and IP 706 Phones  
ADTRAN – Polycom® IP 650, IP 601, IP 501, and IP 430 Phones

**ADTRAN**®



# Table of Contents

- 4 ■ Voice Mail Quick Reference Guide**
- 5 ■ Voice Mail Handling Quick Reference Guide**
- 6 ■ Personal Phone Manager Quick Reference Guide**
- 10 ■ IP 700 Series Quick Reference**
- 15 ■ IP 712 Phone**
- 16 ■ IP 706 Phone**
- 17 ■ ADTRAN-Polycom Quick Reference**
- 19 ■ IP 601 Phone**
- 20 ■ IP 650 Phone**
- 21 ■ IP 501 Phone**
- 22 ■ IP 430 Phone**

# Voice Mail

## Log into Voice Mail

### To log in from your own phone

1. Press the **Messages** button on your phone.
2. Select **Connect** from the graphic display.
3. Enter your extension, then press # (or simply press # when accessing voice mail from your extension).
4. Enter your password (default password is **1234**), then press #.

### Voice Mail setup wizard

1. Log into your voice mail system and follow the voice prompts.

2. Press 1 to record your full name (first name/last name).

### To log in from another phone or check messages remotely

1. Dial your voice mail system access number.  
Access number: \_\_\_\_\_
2. Enter your extension, then press #.
3. Enter your password, then press #.

## Listen to Messages

1. Log into your voice mail system.
2. Press 1 to listen to your messages. (If **Auto Play** is enabled on the system, the **Main Menu** options will be skipped and messages will play based on the date and time of arrival.)
3. Press 1 to skip the Date/Time and go direct to message.

## Playback Options

- 1 play message from beginning
- 4 play previous message
- 5 play envelope
- 6 play next message
- 7 delete or restore message
- 8 forward message
- 9 call sender  
\* return to Main Menu

## Record Your Standard Greeting

1. Log into your voice mail system.
2. Press \* to access the **Main Menu**.
3. Press **3** to access the Greetings Menu.
4. Press **1** to access the Standard Greetings options.

## Standard Greetings Options

- 1 enable standard greeting
- 2 review greeting
- 3 record greeting
- 4 delete greeting  
\* return to Greetings Menu

## Main Menu Options

- 1 listen to messages
- 3 record greetings
- 4 access mailbox options
- 5 check a different mailbox  
\* repeat these options

## Change Your Password

1. Log into your voice mail system
2. Press \* to access the **Main Menu**.
3. Press **4** for Mailbox Options.
4. Press **2** for Administrative Options.
5. Press **1** to change the password.
6. After the tone, enter your new four-digit password and press #.
7. Press \* to return to Mailbox Options.

# Voice Mail

Mailbox Options	
Press 1 to listen to messages.	
Press 3 to record greeting.	
Press 4 to access Mailbox Options.	
Press 5 to check a different mailbox.	
Press * to repeat these options.	

\* Only the following **Message Control** options are available while a message is playing:

Rewind	1
Pause	2
Fast Forward	3
Replay/Previous Message	4
Play Envelope	5
Next Message	6
Delete/Restore Message	7
Forward Message	8
Call Sender	9
Main Menu	*

\* Only the following **Envelope Control** options are available while a message envelope is playing:

Previous Message	4
Play Envelope	5
Next Message	6
Delete/Restore Message	7
Forward Message	8
Call Sender	9
Main Menu	*

Message Playback Options	
Replay Current Message	1
Previous Message	4
Play Envelope	5
Next Message	6
Delete/Restore Message	7
Forward Message	8
Call Sender	9
Main Menu	*

Greetings Menu	
Standard Greeting Options	1
Alternate Greeting Options	2
Default Greeting Options	3
Main Menu Options	*

Mailbox Options	
Notification Options	1
Administrative Options	2
Main Menu	*

Notification Options	
Enable/Disable Email	1
Mailbox Options	*

Forwarding Options	
Send Message	1
Cancel/Return to Playback Menu	*

Standard/Alternate Options	
Enable	1
Review	2
Record	3
Delete	4
Greetings Menu	*

Default Options	
Enable	1
Review	2
Greetings Menu	*

Administrative Options	
Password	1
Review/Record Name	2
Enable/Disable Envelope Playback	3
Enable/Disable Auto Play	4
Mailbox Options	*

Name Options	
Review	1
Re-record	2
Administrative Options	*

# Personal Phone Manager

## Accessing the Personal Phone Manager

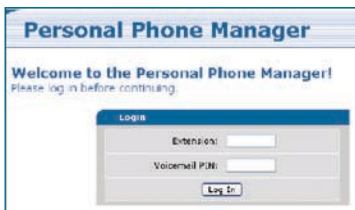
Each user of the NetVanta® 7100 System has access to the Personal Phone Manager. This Web-based Graphical User Interface (GUI) provides access to your voice mail, lists of received and dialed calls, account information and personal settings.

1. Open your Web browser. Enter the IP address or DNS name of the NetVanta 7100:  
(\_\_\_\_\_).

The default is used in the following example:



2. Enter your **Extension** and voice mail **PIN**. Select **Log In**. (Default PIN is 1234)



## Changing Your Account Settings

You can navigate through the Personal Phone Manager using the tabs at the top of the screen.

### Home

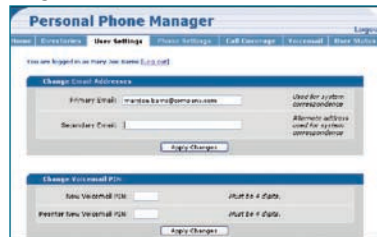
View a list of all SPRE commands. This list does not indicate whether or not the command is available to this station.

### Directories

View entries in the **User Directory**, **Speed Dial** and **Caller ID List** for a history of incoming calls. View the **Dialed Number List** for a history of outbound calls. Use the “Click to Dial” button to place call.

### User Settings

Specify **Primary Email** and **Secondary Email** addresses for system correspondence as well as change your **Voice Mail PIN**. Select **Apply Changes**.



# Personal Phone Manager

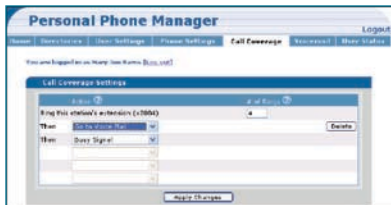
## Phone Settings

Enable **Call Forwarding** and enter an extension. The phone issues a brief tone as an alert that the phone has been forwarded. Enable **Do Not Disturb (DND)** for your line. When DND is enabled, all calls go directly to your Call Coverage list. Select **Apply Changes**.



## Call Coverage

Specify the **Call Coverage Settings** for your incoming calls by selecting **Busy Signal**, **Go To Voice Mail**, **Go To Auto Attendant**, **Ring Extension**, **Ring Operator** and **Ring External Number** from the drop down menus. Enter any additional information when prompted, such as extension number, number of rings, auto attendant, etc. Select **Apply Changes**.



## Voice Mail

### View Voice Mails

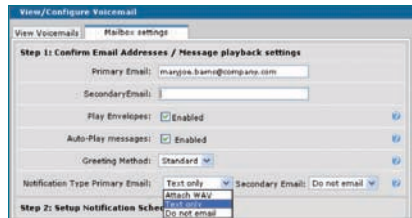
View details for current voice mail messages such as date, message author and the message length.

### Mailbox Settings

#### Step 1. Confirm Email Addresses/Message Playback Settings

- Specify a **Primary Email** and a **Secondary Email** (optional) address for notification when new voice mail messages are received.
- Enable **Play Envelopes** to playback the calling party and the date/time information preceding a message.
- Enable **Auto-Play Messages** to automatically begin playback upon logging into voice mail.
- Select the **Notification Type** for the primary email. It is optional to select a type for the secondary email. **Attach WAV** sends the voice mail message as a WAV file attached to the email notification.

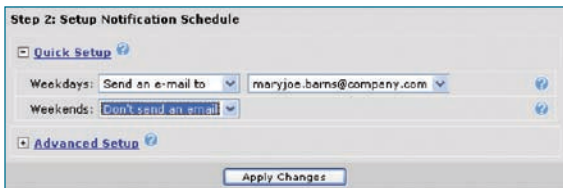
**Text Only** sends an email message with text description of the voice message. **Do Not Email** does not notify the user via email.



# Personal Phone Manager

## Step 2. Notification Schedule

Selecting **Quick Setup** allows you to set your voice mail to notify your primary or secondary email address upon receiving a voice message during weekdays or weekends. The email addresses must first be set in Step 1.



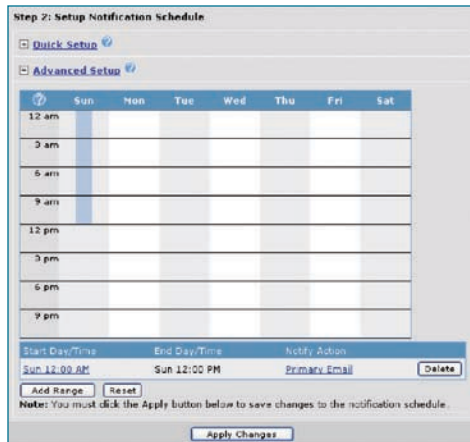
The screenshot shows the 'Step 2: Setup Notification Schedule' window with the 'Quick Setup' tab selected. Under 'Quick Setup', there are two rows: 'Weekdays' with a dropdown set to 'Send an e-mail to' and a text field containing 'maryjoe.barns@company.com', and 'Weekends' with a dropdown set to 'Don't send an email'. Below these is the 'Advanced Setup' tab. At the bottom is an 'Apply Changes' button.

Selecting **Advanced Setup** allows you to specify precise schedules for voice mail notification. Schedules appear in both the graphic schedule display and the schedule detail table. To create a schedule, complete the following steps:

1. Select the **Add Range** button below the graphic schedule display.
2. Enter the start and end times for the range. (A "range" is a range of time during the week that will have the same notification type.)

3. Select either the primary or secondary email address for the notification type (addresses are configured under the **User Settings** tab).
4. Select **Apply** to save changes.

To edit a schedule, select the **Start Day/Time** text link in the detail table. To delete an existing schedule, select **Delete** next to the schedule in the detail schedule table.



The screenshot shows the 'Step 2: Setup Notification Schedule' window with the 'Advanced Setup' tab selected. It features a grid for scheduling notifications. The grid has columns for days of the week (Sun, Mon, Tue, Wed, Thu, Fri, Sat) and rows for times (12 am, 3 am, 5 am, 9 am, 12 pm, 3 pm, 6 pm, 9 pm). A blue vertical bar highlights the 'Sun' column. Below the grid is a table with columns for 'Start Day/Time', 'End Day/Time', and 'Notify Action'. The first row shows 'Sun 12:00 AM', 'Sun 12:00 PM', and 'Primary Email'. There are 'Add Range', 'Reset', and 'Delete' buttons. At the bottom is an 'Apply Changes' button. A note states: 'Note: You must click the Apply button below to save changes to the notification schedule.'

Start Day/Time	End Day/Time	Notify Action
Sun 12:00 AM	Sun 12:00 PM	Primary Email



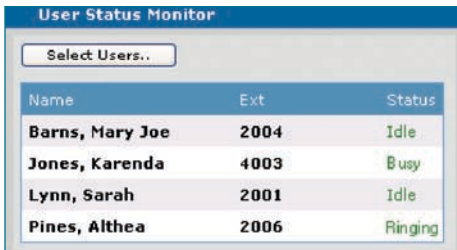
# Personal Phone Manager

## Helpful Hints:

- Ranges can be added in the middle of an existing schedule to break up the time. For example, to the existing schedule of 8:00 AM to 5:00 PM that notifies the primary address, you can add a second range between 12:00 PM and 1:00 PM that same day that notifies the secondary email address.
- To create a range that runs through the end of the week, set the **End Day/Time** to be **Saturday at 11:59 PM**.

## User Status

View the status (**Idle**, **Busy**, or **Ringling**) of other system users. To add users to your **User Status Monitor**, choose **Select Users**, pick the names from the directory list, and choose **Show Selected Users**.



The screenshot shows a window titled "User Status Monitor". At the top, there is a button labeled "Select Users..". Below the button is a table with three columns: "Name", "Ext", and "Status". The table contains four rows of data:

Name	Ext	Status
Barns, Mary Joe	2004	Idle
Jones, Karenda	4003	Busy
Lynn, Sarah	2001	Idle
Pines, Althea	2006	Ringling

# ADTRAN® IP 700 Series

## Forwarding Calls

To forward calls to another extension:

1. Press the **More** soft key on the idel screen.
2. Press the **Forward** soft key.
3. Enter the extension to which calls will be forwarded.
4. Using the navigation arrows, highlight **All** and press the **Enable** soft key. Press **Ok**.
5. To cancel call forwarding, select the **Forward** soft key and then select **Disable**.

## Enabling Do Not Disturb (DND)

The DND feature prevents the phone from ringing or paging over the speaker when incoming calls are received. To enable:

1. Press **Menu**.
2. Press **3** for **Features**.
3. Press **2** for **DND Off**.
4. Select the **DND On** soft key.
5. Press the **Exit** soft key until the idle screen appears, or press **CANCEL** on the navigation bar to return directly to the idle screen.

## Conferencing a Call

To conference a third party into the active call:

1. Press the Conference function key during an active call. The active call will be placed on hold, and the exclusive hold icon appears.
2. The next available line displays the ringback icon.
3. At the prompt, enter the phone number of the third party to add.
4. When the second call is connected, press the Conference key again to add the call to the conference. The conference icon will display.



*Only three parties can be conferenced at a time. If one party disconnects, another party can be added.*

# ADTRAN® IP 700 Series

## Making a Call

To make a call using the handset, headset, or speaker:

1. Pick up the handset, or press the speaker key, or if using the headset, press the **Headset** key.
2. Listen for the dial tone.
3. Dial the desired number.

## Answering a Call

To answer a call using the handset, headset, or speaker:

1. Pick up the handset, or press the headset key, or press the **Speaker** key.
2. If you have multiple incoming phone lines, press the key next to the extension receiving the call.

## Ending a Call

To disconnect from a call, use one of the following:

- Press the **Goodbye** function key.
- Return the handset to the cradle.
- Press the headset key (if using the headset).
- Press the speaker key (if using speaker).

## Redialing a Number

To dial the last number called, press the **Redial** soft key on the idle screen. If the **Redial** soft key is not displayed, press the **More** soft key. The redial history screen will display. Use the navigation arrows to scroll to a previously dialed number, then press the **Dial** soft key.

## Transferring a Call

To use unattended transfer:

1. During an active call, select the **Transfer** function key.
2. Dial the extension to which to transfer the call.
3. Press the **Transfer** key again when you hear the extension ring. This will disconnect you from the call.

To use attended transfer:

1. During an active call, select the **Transfer** function key.
2. Dial the extension to which to transfer the call.
3. Listen for the second call to connect.
4. Press the **Transfer** key to transfer the call.
5. If the party does not answer, press the **Cancel** soft key to disconnect the new call and return to the original call.

# ADTRAN® IP 700 Series

## Adjusting LCD Contrast

1. Press **Menu**.
2. Press **2** for **Phone Settings**.
3. Press **5** for **Contrast**.
4. Press the **+** (plus) or **-** (minus) soft keys until the desired contrast is reached.
5. Press the **OK** soft key or **OK** on the navigation bar.
6. Press the **Exit** soft key until the idle screen appears, or press **CANCEL** on the navigation bar to return directly to the idle screen.


















## Directory and Call History Shortcuts

Use the arrows on the Navigation Bar to quickly access the Personal Contacts Directory, Placed Calls List, Missed Call List, or Incoming Calls List.


















*This is a basic guide to using your phone. For more detailed information, refer to the IP 700 Series Phone User Manual, as well as other resources available at: [www.adtran.com/phones](http://www.adtran.com/phones)*

# ADTRAN® IP 700 Series Phone Icons

Icon	Icon Name	Description
	On Hook/Idle	The line has registered with the SIP server and is available for use.
	Not Registered	The line has not registered with the SIP server and is not available for use.
	Alarm Bell	The line is receiving an incoming call.
	In Use	A call is active on the line.
	Speed Dial Entry	The line is set to speed dial.
	DND	The first icon indicates that the line key is dedicated to the Do Not Disturb (DND) feature, but is not activated. Once the icon appears with an X through it, DND is activated and incoming lines will not ring.
	DND-Enabled	
	Hold	A call is on hold.
	Calls Forwarded	The line is forwarded to another extension or number.
	Call Conferenced	A three-way conference call is in progress on the line.
	Speaker with Volume	The plus (+) end of the volume control bar has been pressed to increase volume.
	Speaker with No Volume	The minus (-) end of the volume control bar has been pressed to decrease volume.
	Voice Mail	Indicates the user has voice mail.
	Line Seized	The line has been seized by another member of a ring group. This icon only displays to the members that did not answer the call. This icon displays for approximately 5 seconds before being replaced with the in-use icon.
	Progressing Ringback	The line is currently making a call.
	Busy Lamp Field	The line is set as a Busy Lamp Field (BLF) and is monitoring another phone that is not in use.
	Line Is In Use	The line is set as a Busy Lamp Field (BLF) and is monitoring another phone that is in use.

# ADTRAN® IP 700 Series Phone Function Keys

Function Key	Icon Name	Description
Messages	Messages LED illuminates Blue to indicate message waiting 	The LED can be configured to illuminate solid, flash, or blink to indicate the message count. It can be set to directly access voice mail by pressing the message indicator key. Contact your system administrator for more information.
Hold	Hold 	Press to place the current call on hold.
Transfer	Transfer 	Press to initiate a call transfer.
Conference	Conference 	A call is active on the line.
	Speed Dial Entry 	Press to add a third party to an active call.
Directories	Directories 	Press to access the System and Personal Contacts directories, as well as display placed, missed, and incoming call histories.
Goodbye	Goodbye 	Press to disconnect from the current call.
Mute	LED flashes Red when active  	Press to silence the speaker, handset, or headset microphone. Press the mute key again to reactivate audio.
Headset	LED illuminates Green when in use  	Indicates that the headset is active. You must have a headset connected to your phone to use this function.
Speaker	LED illuminates Green when active  	Press to enable the speaker.
Volume	Voice Mail  	The ringer volume is adjusted using this function key while the phone is idle. The call volume is adjusted using this function key during an active call. Press the + (plus) end of the key to increase the volume or press the – (minus) end of the key to decrease the volume.

# IP 712 Phone

## Line/Speed Dial Keys

Labels (for lines or speed dial) appear in the graphic display.

## Mute, Headset, and Speaker Phone Buttons

## Adjustable Volume Keys

Use to control the volume of the handset and speaker. Raise the volume by pressing the top (+) and lower the volume by pressing the lower (-).



## Graphic Display

Shows information about calls, messages, soft keys, time, date, and other relevant data.

## Soft Keys

Labels for context-sensitive functions that appear in the graphic display screen above. Use the soft keys to select from context-sensitive options.

## Navigation

Use to display the main menu, scroll through settings and directories.

## Feature Keys

Dedicated buttons for frequently used functions.

# IP 706 Phone

## Line/Speed Dial Keys

Labels (for lines or speed dial) appear in the graphic display.

## Mute, Headset, and Speaker Phone Buttons

## Adjustable Volume Keys

Use to control the volume of the handset and speaker.  
Raise the volume by pressing the top (+) and lower the volume by pressing the lower (-).



## Graphic Display

Shows information about calls, messages, soft keys, time, date, and other relevant data.

## Soft Keys

Labels for context-sensitive functions that appear in the graphic display screen above. Use the soft keys to select from context-sensitive options.

## Navigation

Use to display the main menu, scroll through settings and directories.

## Feature Keys

Dedicated buttons for frequently used functions.



# Phone Feature Quick Reference

**Place a Call** Pick up handset or press the **Speakerphone** button. Enter the desired number or enter the number on the keypad. Then press the **Dial** soft key.

**Answer a Call** Pick up the handset, press the **Answer** soft key, or the **Speakerphone** button.

**Hold** Once a call is established, press the **Hold** button (or **Hold** soft key) to place the caller on hold. To retrieve a call on hold, press the **Hold** button, **Resume** soft key, or the **Line** key.

**Mute** While a call is active, press the **Mute** button to mute the audio you are sending to the other party. Press the **Mute** button again to un-mute.

**Unattended Transfer** Once a call is established, press the **Transfer** key or **Transfer** soft key and enter the target's extension. Once the phone starts ringing, press the **Transfer** key (or **Transfer** soft key) again to complete the transfer, or simply hang up to complete the transfer.

**Attended Transfer** Once a call is established, press the **Transfer** key or **Transfer** soft key and enter the target's extension. Once the target has answered, announce the caller then press the **Transfer** key (or **Transfer** soft key) to complete the transfer or hang up.

**Blind Transfer** Once a call is established, press the **Transfer** key or **Transfer** soft key, then the **Blind** soft key and enter the target extension.

**Park Call** Once a call is established, press the **More** soft key, then press **Park**, enter a Park Zone number (0 to 9), then press the **Park** button again or use the Park Zone Busy Lamp Field (BLF).

**Retrieve Parked Call** Obtain dial tone. Press the **Pickup** soft key, enter the Park Zone number (0-9), and then press the **Retrieve** soft key to pickup the call.

**Page** Obtain dial tone. Dial overhead paging extension or SPRE code (\_\_\_\_\_\_). Page the party, then hang up.

**Conference (Three-Way)** While on a call, press the **Conference** button (or select the **More** soft key, then press the **Conference** soft key), and dial the third-party's extension. Once the party has answered, press the **Conference** button (or the **Conference** soft key) again to connect the parties.

**Forward Call** Press the **Forward** soft key. Enter the destination extension (or outside number), and then press the **Enable** soft key. When enabled, all incoming calls will be re-directed to the forwarded extension or number.

# Phone Feature Quick Reference

**Disable Forwarding** Press the **Forward** soft key, and then select **Disable**.

**Do Not Disturb** Press the **Do Not Disturb** button to enable or disable Do-Not-Disturb mode. Disable by pressing the **Do Not Disturb** button again.

**Hands-free Auto-Answer Intercom** Dial \*\* in front of any IP phone extension number to invoke hands-free auto-answer intercom.

**Hands-free Auto-Answer Intercom Do not Disturb**  
To Block hands-free intercom calls to your extension, Dial \*97x (where x = 1-Block, 0-Unblock. (This feature is dependant upon users Class of Service.)

**Access Call Lists** To access the call lists, press the **Call Lists** (IP501) or the **Directories** (IP601) button. Use the up/down arrows to scroll through the call lists. Press the **Select** soft key to select a call list. Press the **Exit** soft key to exit the call lists.

**System Speed Dial** Dial \*25 plus the two digit system speed dial number (00 to 99).

**Speed Dial Programming** Press the **Directories** button. Select **Contact Directory** from Directories menu. Press the **More** soft key, then press **Add**. Using the keypad, enter the First name, Last Name and Phone Number (contact). Press the **Save** soft key to save. Press the **Exit** soft key to exit the directory.

**Speed Dialing** Press the line key button that corresponds to the number you wish to dial.

**Last Number Redial** Press the **Redial** button to dial the last number that was dialed from the phone.

# IP 601 Phone

## Line/Speed Dial Keys

Labels (lines or Speed Dial Ids) appear in the graphic display.

## Graphic Display

Shows information about calls, messages, soft keys, time, date, and other relevant data.

## Display Control

Use to scroll through lists, select (check symbol) and delete ('X' symbol) controls for options and text within menus and control text/number entry.

## Soft Keys

Labels (or context-sensitive functions) appear in the graphic display screen above. Use the soft keys to select from various context-sensitive options.

## Feature Keys

## Headset

## Microphone Mute

## Speaker Phone

## Adjustable Volume Keys

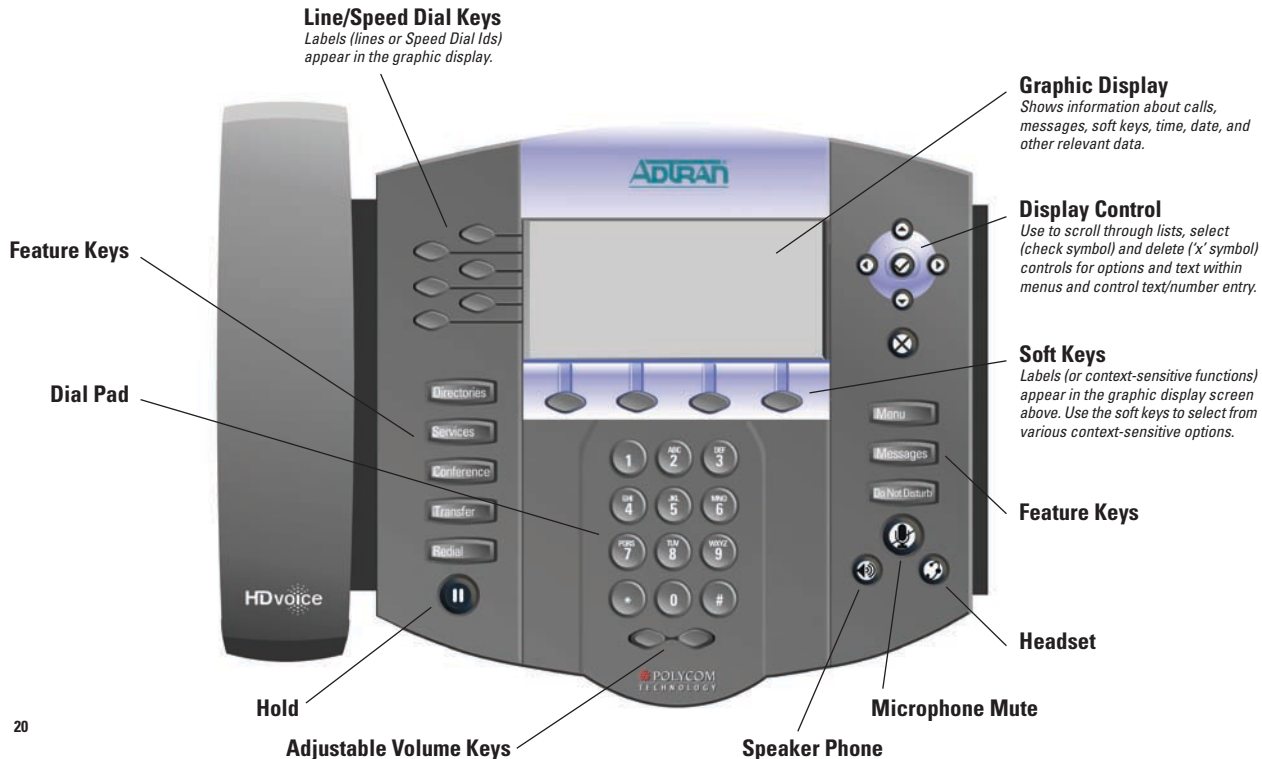
## Hold

## Dial Pad

## Feature Keys



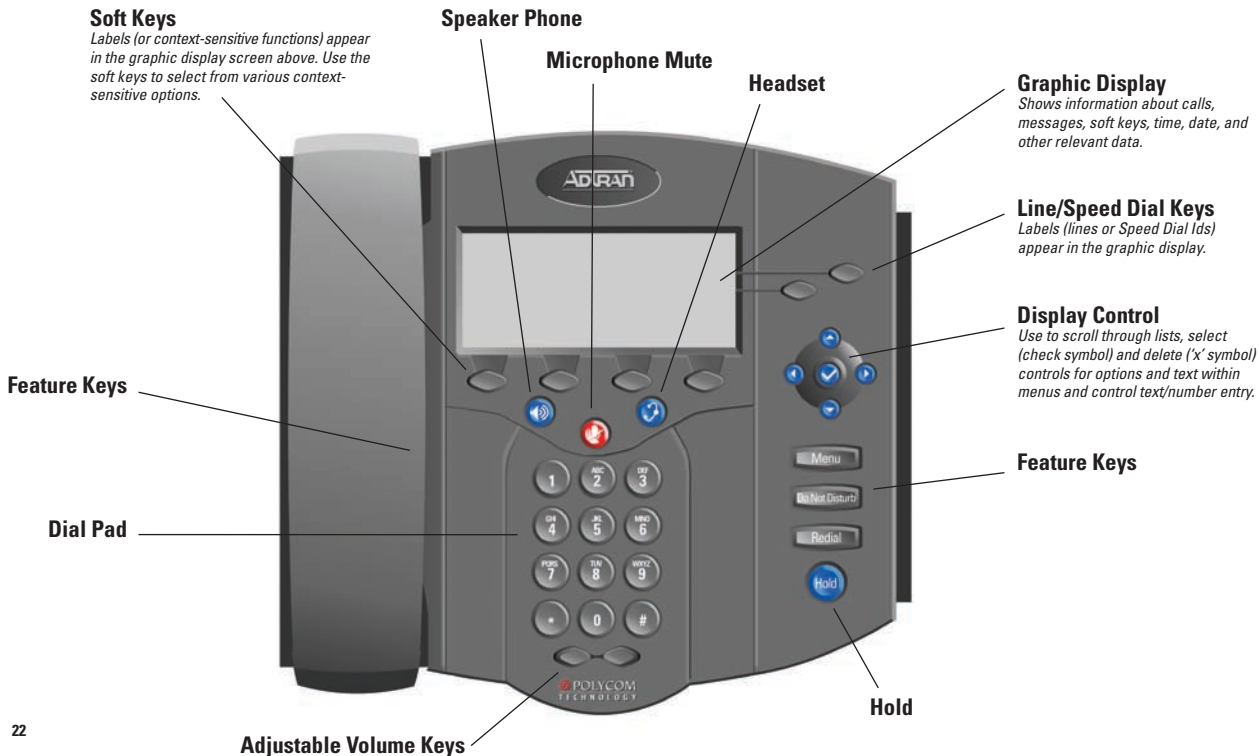
# IP 650 Phone



# IP 501 Phone



# IP 430 Phone







**Networking is now an integral part of our culture, and ADTRAN® is powering advanced networks around the world.** Every major service provider in the U.S., and many international ones, as well as thousands of enterprise and government organizations worldwide use ADTRAN solutions to enable voice, data, video, or Internet communications. As a result, it is highly probable that some part of your daily communications pass through an ADTRAN-enabled network.



[www.adtran.com/ipt](http://www.adtran.com/ipt)

**1.800 9ADTRAN**  
(923-8726)

EN1028B Copyright © 2008 ADTRAN Inc. All rights reserved. ADTRAN believes the information in this publication to be accurate as of publication date, and is not responsible for error. Specifications subject to change without notice. ADTRAN and NetVanta are registered trademarks of ADTRAN, Inc. and its affiliates in the U.S. and certain other countries. All other trademarks mentioned in this document are the property of their respective owners. Five-year warranty applies only to products sold in North America. ADTRAN products may be subject to U.S. export controls and other trade restrictions. Any export, re-export, or transfer of the products contrary to law is prohibited. For more information regarding ADTRAN's export license, please visit [www.adtran.com/exportlicense](http://www.adtran.com/exportlicense)