



# Digital Phone Service

See communication in a whole new light

## Video Mail "Busy Greeting" Setup

1. Press voice mail button
2. Enter your 4 digit access code and press #
3. Press 2 to setup Busy Greeting video message
4. After the tone, leave your video message. Pay attention to the self-view box to ensure you are aligned properly for your message. The self-view box is usually located at the bottom left corner.
5. Press # when finished.
6. When you are satisfied with your message, simply hang up.

## Video Mail "No Answer Greeting" Setup

1. Press voice mail button
2. Enter your 4 digit access code and press #
3. Press 3 and then press 1 to setup No Answer Greeting video message
4. After the tone, leave your video message. Pay attention to the self-view box to ensure you are aligned properly for your message.
5. Press # when finished.
6. When you are satisfied with your message, simply hang up.

## Compose a Video Message To Be Sent To Someone

1. Press voice mail button
2. Enter your 4 digit access code and press #
3. Press 5 to Compose and send a new video message
4. After the tone, leave your video message. Pay attention to the self-view box to ensure you are aligned properly for your message.
5. Press 3 to send your message to one or more destinations.
6. When prompted, enter the phone number you wish to send to followed by the # key.
7. Press # again to send message.

## Video Mail Retrieval

1. Press voice mail button
2. Enter your 4 digit access code and press #
3. Press 1 to retrieve video mail message(s)
4. If you have a message(s), the voice prompt will indicate whether it is a voice or video message.

NOTE: The customer can listen and view video mail from their customer portal, as well as, email it to other email addresses either on demand or on an on-going basis by clicking the appropriate box on the portal.

## Leaving a Video Mail Message

1. Phone will automatically default to a video mail recording screen
2. The screen will be black and display the following, "Video Recording in Progress" in red.
3. While leaving a video message, it is important to place yourself in range of the video camera. Pay attention to the self-view box to ensure you are aligned properly for your message.

## To Leave a Message Without Video

1. Although the phone automatically defaults to a video mail message when calls are being made between two video phones, you do have the option to leave a voice message if you choose.
2. To leave a voice message, press the "privacy" key on your phone.
3. Although you will still see yourself on the screen, the person receiving the message will only see the ACN logo.

## REMINDERS:

- If a customer chooses not to setup their Video greetings then all inbound callers will receive the customer's previously recorded voice messaging.
- Video Mail works with the ACN IRIS 3000, IRIS 2000 and CIP 6500 Video Phones.