Voice Mail

The top red light on your phone will illuminate to indicate the presence of NEW voice messages.

To check VM press the button with the icon of an envelope and enter your password:

1 Listen to NEW messages:

3 ... advanced options

4 ... back to last message

5 ... replay current message

6 ... skip to next message

7 ... delete message

8 ... forward message

9 ... save message to folder

During message playback, you may press (*) to rewind, (#) to fast forward, or (0) to pause / play.

2 Change FOLDER:

Follow the prompts, message playback options are as above.

0 Setup VM Options:

Follow the prompts, detailed setup instructions on the left.

To Check Voicemail from Home:

- Dial CHCFC (413-325-8500)
- Press #
- Enter your VM Ext and Password

To Check Voicemail via Intra-Site:

- Dial ext. 199
- Enter your VM Ext and Password

CHC of Franklin County

Greenfield Medical & Dental
102 Main Street
Greenfield, MA 01301
Phone: (413) - 325-8500

Admin Fax: (413) - 774-3072
General Fax: (413) - 772-6969
Clinic Fax: (413) - 772-6866
Billing Fax: (413) - 772-6366

Orange Medical & Dental
119 New Athol Rd
Orange, MA 01364
Phone: 978-544-7800

Medical Fax: 978-544-0023
Dental Fax: 978-544-0024
Records Fax: 978-544-0025

Urgent Dental Care
164 High Street
Greenfield, MA 01301
Phone: (413)325-8700

CHCFC
Community Health Center of Franklin County

Phone System User Manual

Revised May 2022

Phone Setup

Each phone is pre-programmed with extension and name and/or department. Contact the IT Department for any changes necessary.

To set your voicemail name, greetings, and password, press the button with the icon of an envelope. Your default password is the same as the phone extension.

Press "**O**" for voicemail setup:

1 ... Record **UNAVAILABLE**. *This is your main permanent greeting and is what callers hear after several unanswered rings.*

2 ... Record **BUSY**. *This is an alternate greeting heard by callers when you are on the phone.*

3 ... Record **NAME**. *This is a short phrase heard internally, typically as the result of a voicemail forward.*

For each option, press 1 to record, # to finish recording, and then 1 to confirm or 2 to re-record.

4 ... Record **TEMPORARY**. *This greeting, if recorded, replaces the main greetings. Use this option to both record it and delete it when no longer needed (follow the prompts).*

5 ... Set **PASSWORD**.

Features

Dialing:

To reach an outside line dial **9** first.

To reach an internal extension simply dial it.

Complete your dialing with a **#** (or wait).

You may also initiate dialing with the handset down and then pick it up to start the call.

Call Transfer (Blind):

Press **TRF**, enter the destination extension, press **#**, and hang up.

Group Page:

Press **PAGE** and speak clearly to group page all phones onsite. Hang up to complete the page.

Conference Call:

Press **CONF** while on a call, dial the extension or number you'd like to add to the call, then when ready press the **CONF** button again to join the calls together.

Call Forwarding (CFWD):

Press **CFWD**, enter the destination extension, and press **#**. If activated, the LCD will display **–CFWD** and all calls to your extension will be directed to your selected destination. Simply press the button again to deactivate call forwarding.

Do Not Disturb (DND):

To set your phone to send callers directly to voicemail, press the **DND** button. If activated, the LCD will display **–DND**. Simply press this button again to deactivate.

Advanced

Intercom:

Press **INT**, enter the extension to intercom, and press **#**. This activates a two-way speaker intercom with the called party. Hang up (or press the speaker button) to discontinue the intercom.

Call Transfer (Attended):

Press **XFER**, enter the destination extension and press **#**. Your caller will be placed on hold at this time. Confer with destination party (remind them to NOT hang up the phone), and press **XFER** once more to complete the transfer. Or, press **CANCEL** to abort the transfer and retrieve the caller.

Call Parking:

Do not use this feature while on speaker! To place a caller in the virtual parking lot, press **PARK**. Listen carefully as the valet will report the destination. Only the last digit given is important. To retrieve the caller, press **GpX**, the parking lot number (**1** through **9**), and **#**.

Ring Groups:

Note that some extensions are group extensions and will ring multiple phones or even an entire department. See the latest phone directory for this list.

Queue (Call Center):

If configured on your phone, use the **QUEUE** button to activate and deactivate participation in fielding incoming calls. The **Z-QUEUE** button is similar but specific to Dr. Zinn's Pediatric phone hours.