



Digital Phone Service

See communication in a whole new light

Video Mail "Busy Greeting" Setup

1. Press voice mail button
2. Enter your **1234** 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.