

# TOSHIBA CIX OR CTX SYSTEM WITH TOSHIBA GVPH, GVMU, LVMU VOICEMAIL

Please note, these are generalized instructions and may differ based on your unique set up. For detailed instructions specific to your system, please refer to the Administrative folder that was provided to you at the time of system installation.

## How to Set Call Forwarding for Your Extension

The Call Forwarding feature will only activate the call forwarding for calls that are directed to **your extension specifically**. To set call forwarding for all incoming calls to your main number to an outside line, you will need to use your line provider's Call Forwarding feature. Contact your line provider for the appropriate Call Forwarding code.

### Set call forward to an external phone number

Using the Call Forward feature on your phone system will take two phone lines for each forwarded call, for the duration of the call.

1. From your Toshiba Desk Phone, dial #**6011 + 9 + phone no. + #**.

**Note:** If it is a long-distance number, be sure to enter **9+1+area code + phone number + #**.

### Cancel call forward

1. From your Toshiba desk phone, Dial #**6051**.

## How to Record an Alternate Greeting for Your Extension's Voicemail Box

Change/Rerecord your default greeting or record a temporary/alternate greeting.

1. Dial the **Voicemail Pilot number** (this is likely either 600 or 6000).
2. Enter your **Voicemail Security Code** when prompted.
3. From the main menu, press **3** to manage your mailbox.
4. Press **1** to change your greeting.
5. Select a **greeting 1 – 7**. Select greeting **1** for your default greeting (this is the greeting you recorded in your new user tutorial) or select a **greeting 2 – 7** to record a temporary or alternate personal greeting.

**Note:** You can have up to seven personal greetings that can be recorded and used. Greeting **1** is the default greeting. Greetings **2 – 7** can be used as additional greetings as needed. The mailbox will always play the last greeting that you select.

## How to Change the Main Day or Night Greeting

Change/Rerecord the main greeting or record a temporary/alternate greeting.

Applies to **most** Toshiba GVPH, LVMU, and GVMU systems. Your system may have a setup that differs from the generalized instructions below. You will need to know the mailbox numbers assigned to each mode as well as the mailbox password for each mailbox.

1. Dial the **Voicemail Pilot number** (this is likely either 600 or 6000. This will depend on your system's unique dialing plan).
2. When you hear the Voicemail system pick up, enter #.
3. When you hear the main greeting begin to play, enter the \* key.
4. Dial the **mailbox number** where the main greeting is recorded (Day, Night and Night 2 modes typically have separate mailbox numbers. Common mailbox numbers for these greetings are 991, 500, or 501).
5. Enter your **voicemail security code** when prompted, followed by the # key.
6. From main menu, press **3** to manage your mailbox.
7. Press **1** to change your greeting.
8. Select a **greeting 1 – 7**.
9. Select **greeting 1** for your default greeting (this is the greeting you recorded in your new user tutorial) or select a **greeting 2 – 7** to record a temporary or alternate personal greeting.

**Note:** You can have up to (7) personal greetings that can be recorded and used. Greeting 1 is the default greeting. Greetings 2 – 7 can be used as additional greetings as needed. The mailbox will always play the last greeting that you select.

## How to Check Voicemails Outside of the Office

Applies to **most** Toshiba GVPH, LVMU, and GVMU systems. Your system may have a setup that differs from the generalized instructions below. You will need to know the mailbox number as well as the mailbox password.

1. Call the main office number or backdoor voicemail line.
2. When you hear the main greeting begin to play, enter the \* key.
3. Dial your **mailbox number**.
4. Press the # key.
5. Enter your **voicemail security code** when prompted, followed by the # key.