



Empire Communications, Inc.

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Toshiba CIX/CTX Telephone System General Information

Checking your Voice Mail Messages

To Check Messages From ANY extension, dial:

INTERCOM

400

*

[VM Box No.] (generally matches extension number)

[Security Code] (default is box number followed by 997, for example 200997)

Menu will follow

To check New Messages at your extension, dial:

MSG

[Security Code] (default is VM box number followed by 997, for example 200997)

NOTE: MESSAGE BUTTON ONLY WORKS WHEN YOU HAVE NEW MESSAGES

To check your messages at your extension when you have NO NEW messages, dial:

INTERCOM

500

[Security Code]

Checking Messages remotely from Outside the Office

Dial Backdoor Number (Line that goes straight to Voice Mail Auto Attendant)

*

[VM Box No.] (generally your extension)

[Security Code]

If you do not have a backdoor number, ask person to transfer you to extension 400 (they do this by dialing CNF/TRN, 400, then hanging up)

*

[VM Box No.]

[Security Code]

Programming System Speed Dial Numbers

(These are Speed Dial Numbers that can be dialed from ALL extensions)

From Designated Extension (Default is 200), Dial

INTERCOM

#66

[Speed Dial No.] (System Speed Dial Numbers range from 200-299)

[Telephone Number]

#

Programming Personal Speed Dial Numbers

(These are Speed Dial Numbers that can be dialed ONLY at the station from which they are programmed)

From your Extension, Dial

INTERCOM

#66

[Speed Dial No.] (Personal Speed Dial Numbers range from 100-199)

[Telephone Number]

#

Dialing Speed Dial Numbers

Pickup an Outside Line (AKA "CO Line")

SPDIAL

[Speed Dial No.]

**FOR ASSISTANCE WITH THESE AND OTHER FEATURES
CALL EMPIRE COMM AT 707-837-7000**