

TELEPHONE AND VOICE MAIL QUICK REFERENCE GUIDE (MULTILINE DIGITAL PHONES)

Placing a Call:

1. Lift Handset
2. Outside calls: Dial 9 + number (can be used while the campus phones are being converted to the new system)
3. Inside calls: Dial 4 digit extension (check the internal campus directory or the homepage campus directory – a few numbers have changed)
4. Inside calls to NTTC: Dial 3 + 4 digit extension
5. Inside calls to CET: Dial 7 + 4 digit extension

Conference Calls:

Place or answer call

1. Press **CONF** Key
2. Place the next call
3. Press **CONF** Key
4. Continue adding parties (five maximum including yourself) and pressing CONF after each party is called
5. Press **CONF** Key one more time to begin Conference

Note: Conference works the same regardless of Inside or Outside calls

Transferring Calls:

1. Place or answer call
2. Press **HOLD** Key
3. Dial Ext or Press Programmed Key
4. Announce call (Supervised Transfer) or Simply hang up (Blind Transfer)
5. Hang Up

To Check Your Caller-ID List:

1. Press the **List** SoftKey
2. Press **CID** Softkey
3. Scroll through and press **CHECK** to see associated numbers
4. Use **CLEAR** to return to normal display view

Parking Calls:

1. While on a call, press the programmed **PARK** key. The Park key will flash
2. Press **PARK** key to retrieve a call from Park.
3. This is organized by department e.g. CIS.

Do Not Disturb: (will not allow calls to go to Voice Mail either)

1. Press **DND** key
2. Press 1 to block outside calls
Press 2 to block inside calls
Press 3 to block all calls
Press 0 to cancel DND

Transferring all calls directly to your Voice Mail:

1. Press you **CF** key
2. Press 1 (to set the location)
3. Press 5100 (for the ICM number – this references *your* Voice Mail)
4. **To Cancel:** Press **CF** key, Press 0 (zero)

Transferring Calls directly to Co-Workers Voice Mail:

1. Place or answer Call
2. Press **Hold** Key
3. Press **MSG** key
4. Dial Co-Workers Ext
5. Hang up

Accessing Voice Mail:

1. **From Outside phone:** Dial your office phone number e.g., 243-xxxx
2. Press # when your voice mail answers
3. Enter Security Code (if programmed)
4. Follow prompts
5. At any time enter # to go back one menu
6. **From your phone:** Press the **MSG** key and follow the prompts

Changing Greetings:

1. Press **VM** (MSG) Key
2. Enter Security Code (if programmed)
3. Press **“G”** or **“4”** key
4. Press **“R”** to record or Press the soft key under the display **“ACTIVE”**
(Picking greeting number automatically activates that greeting)
5. Press # when done recording—press **“L”** or **“5”** to listen to greeting
6. Press Speaker or Hang up when done

Changing Security Code (Password):

1. Press **VM** (MSG) Key
2. Press **“OP”** or **“67”** for Mail Box Options
3. Press **“S”** or **“7”** for Security Code (Follow Prompts)

Turn on Auto Time and Date Stamp on Voice Mail:

1. Press **VM** (MSG) Key
2. Press **"OP"** or **"67"** for Mail Box Options
3. Press **"AT"** or **"28"** for Auto Time Stamp
4. Press **"O"** (not zero) or Press **"ON"** under display
5. Press Speaker to Hang up.

Forwarding Voice Mail Messages:

1. While listening to message or after message plays press **"MF"** or **"63"**
2. Record a message for recipient or press **#** to send with no message
3. Enter the mail box(es) where message will be forwarded
(You can forward message to 10 recipients)
4. Press **#** and hang up

Options While Listening to Messages

1. Backup a Few Seconds (Press **"B"** or **"2"**)
2. Backup to Beginning (Press **"BB"** or **"22"**)
3. Pause/Resume (Press **"*"** Key)
4. Erase Recording (Press **"E"** or **"3"**)
5. Hear Time and Date (Press **"TI"** or **"84"**)
6. End Recording (Press **"#"** KeY)

Programming Speed Dials On One Touch Keys (Top 10 Keys)

1. Press Soft Key under Display labeled **"PROG"**
2. Press Soft Key **"OneT"**
3. Press Button that you want to program
4. Dial 9 + Number
5. Press Hold Twice
6. Go to Step 3 and Repeat for additional buttons
7. Press SPK to exit.