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 **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(e(s) 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.