



## **COMPLETE TELEPHONE AND VOICEMAIL GUIDE**

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## Getting Started

### Your Telephone Number

Welcome to the University of Rochester and the University's digital telephone system.

- The five-digit extension on your telephone represents the number that is used to dial internally. Extension numbers are used to dial other numbers on the University's telephone system.
- Visit [tech.rochester.edu](http://tech.rochester.edu) for point-and-click instructions on how to use your telephone and voicemail.

### Assistance & Problem Reporting

For assistance with your telephone or for questions about placing calls, call University IT at x52000.

### Things To Know About Your Telephone Service

#### Calling into the University

When calling a University extension from outside the University use the full 7-digit telephone number: 273-xxxx, 274-xxxx, 275-xxxx, 276-xxxx and 341-xxxx. 7-xxxx extensions cannot be reached from outside the University.

#### Emergency Service

- **x13** reaches University Security for emergencies.
- **#413** reaches University Security if you have AT&T or Verizon cellular telephone service.
- **x53333** reaches University Security for non-emergency questions or issues.
- See Blue Light Emergency Telephones in this section.
- See "Think Safe" at [rochester.edu/public-safety/](http://rochester.edu/public-safety/)

#### Outbound Caller Id

You can display your number when calling outside of the University telephone system. To use the feature, dial \* then 9 and the number you are calling.

#### Directory Assistance

Type of Assistance	Dial
<b>University Directory Assistance</b> (7AM-5:30PM, Monday-Friday)	→ 0
<b>Operator Assisted Calls - ONLY</b> Collect, Credit Card, Calling Card, or Third Party verified calls can be made. These calls incur a surcharge plus charges for conversation time.	→ 9+0+telephone number
<b>800/888 Numbers</b>	→ 9+1+ 800/888/866/877 telephone number
<b>800/888 Information</b>	→ 9+1+ 800-555-1212
<b>International Information</b> There is a charge for this call. For rates, consult the AT&T operator. This charge can <b>ONLY</b> be billed to an AT&T calling card.	→ 9+00
<b>Local Area Directory Assistance</b> Frontier Telephone Information Service for 971 and 974 numbers are <b>NOT</b> available on the University's telephone system. There is a charge for each call.	→ 9+411
<b>All Other Directory Assistance</b> There is a charge for non-TTY calls.	→ 1+area code+ 555-1212 TTY 9+1+ 800-855-1155

**900 Telephone Numbers** are **NOT** available on the University's telephone system. For access to a specific 900 number, please submit a ticket at [tech.rochester.edu](http://tech.rochester.edu) for University IT/Network Engineers.

### Class of Service

Every telephone is assigned a "class of service" (COS) – it is designated by the COS of the "prime" line of the telephone. COS determines features and capabilities. When a user tries to use a feature the system checks to determine if that feature is included in the telephone's COS.

Types of COS are:

- Internal Calls Only (restricted to 5-digit dialing)
- Local Calls Only (Greater Rochester calling area)
- Long distance 8AM – 5PM
- Long distance 24 hours
- International dialing

Note: Each higher COS retains all of the functions of the preceding COS.

### Long Distance Dialing

- **University business calls** are billed to the prime line of the telephone from which the call is placed unless an authorization code is used.
- **Personal calls** should be limited to those that are unavoidable.
- **Pay telephones** are available for calls that are unavoidable.
- **Long distance personal calls** can be charged to your home telephone, personal or pre-paid calling card.
- **Other long-distance carriers** can be used by accessing their "800" or "950" service. Remember to consult your department administrator regarding use of these services.

**The University's digital telephones do not work outside of the University system.** Unplugging and moving the telephone to another jack can result in features and/or functionality being lost; **please leave the telephones in their original wall jacks.**

### User Guide for Telephone Services

#### FUNCTION KEYS

- **UP/DOWN ROCKER** - adjust speaker, receiver, and ringer volume.
- **HOLD** - place a call on hold.
- **TRANSFER** - transfer a call to another telephone.
- **ANSWER** - see and answer a waiting call.
- **SPEAKER** - use the built-in speaker for hands-free dialing or answer.
- **REDIAL** - re-dial the last number dialed; use the \* key to initiate call.
- **CONF** (conference) - establish up to an eight-party conversation. The LED on the button lights when active. The transfer button is used to connect the callers.
- **FEATURE** - access various telephone features and to program one-touch speed dial/feature buttons. See Function Features in these procedures.
- **RECALL** - end a call and receive dial tone again, as if you hung up and lifted the receiver.

#### LAMPS

- **MIC Lamp** - displays the status of the built-in microphone used for hands-free answer back.
- **Center Corner Call Indicator Lamp** - flashes for incoming call; steady indicates voicemail.
- Some function buttons have a built in LED that lights or flashes according to the activity of that button.
- Sub-line appearances require the user to select that line to use or to pick up a call.

#### PHYSICAL FEATURES

**Microphone On/Off** ~ Controls status of built-in microphone for hands-free telephone calls.

#### To Change Microphone Status:

- Press FEATURE [1]

**Note:** If the microphone is on, this will turn it off. If the microphone is off, this will turn it on. The MIC light will indicate the status of the microphone.

**Change Hands-Free** ~ Enables user to converse via speakerphone.

To Activate Hands-Free Mode: Press FEATURE [5]

To Cancel Hands-Free Mode: Press FEATURE [6]

**Adjust Receiver Volume** ~ Adjust volume in the handset.

Temporary Volume Adjustment: Press FEATURE [2]

**Note:** Volume reverts to the default setting after call completion.

Permanent Volume Adjustment: Press FEATURE [4]

**Note:** Volume is adjusted permanently, until user resets the setting.

**Ringer Tone** ~ Select one of four ringing tones

Ringer Status: Press FEATURE [3]

**Right Corner Call Indicator Lamp On/Off** ~ Turn the indicator lamp on/off while ringing; lamp remains on for Message Waiting Lamp.

To View/Change: Press FEATURE [7]

### FUNCTION FEATURES

**Transfer a Call** ~ Move a call from one extension to another.

- Ask party to hold.
- Press TRANSFER; receive interrupted dial tone.
- Dial the telephone extension the calling party wishes to be connected to, hang up or wait for answer.

To Retrieve a Transferred Call:

- Before you hang up, press TRANSFER. You will be reconnected.
- Press #9 to disconnect from the voicemail system and return to the caller.

### Originating Calls

To Place a Call:

- Press SPEAKER or lift handset; receive dial tone.
- For external calls, dial 9 and the desired telephone number. Also see Outbound Caller ID Feature.
- For internal calls, dial the 5-digit extension.

Authorization Code use: Allows you to override the dialing restrictions of any campus telephone (excludes pay phones).

- Press SPEAKER or lift handset; receive dial tone.
- Dial access code (\*2).
- Enter your authorization code; receive dial tone.
- Dial 9 and the desired telephone number.

**Outbound Caller Id** ~ Displays your number when calling outside of the University telephone system.

To Initiate:

- Dial \* then 9 and the number you are calling.

**Place a Call on Hold** ~ Temporarily hold a call without disconnecting the caller.

- Press HOLD once - held line will flash.

To Retrieve:

- Press SPEAKER or lift handset.
- Press the lit button corresponding to the held line.

**Note:** Any telephone can retrieve this call.

If Unanswered:

- After a preprogrammed time of approximately 2.5 minutes, automatic recall is initiated.
- A visual and audible signal (rapid flashing and ring burst) will be sent to the telephone where the call is on hold.

**Note:** Your telephone will show a Flashing Green LED when on hold. Recall will show as a Rapid Flashing Green LED.

**Place a Call on Exclusive Hold** ~ Exclusive Hold prevents another telephone from picking up your held call. It shows as a flashing green LED on your telephone.

- Press HOLD twice; interrupted flash indicates Exclusive hold.

To Retrieve:

- Press SPEAKER or lift handset.
- Press the lit button corresponding to the held line.

**Note:** Only the telephone that set Exclusive Hold can retrieve the call.

If Unanswered:

- After a preprogrammed time of approximately 2.5 minutes, automatic recall is initiated.
- A visual and audible signal (rapid flashing and ring burst) is sent to the telephone that placed the call on hold.

**Note:** Your telephone will show a Flashing Green LED when on hold. Recall will show as a Rapid Flashing Green LED.

**Establish a Consultation Hold** ~ Consult with a third party while on another call.

- While engaged in a call and wishing to consult a third party, press transfer; caller is automatically placed on hold.
- Dial desired party to consult.
- Re-press transfer to return to original caller; third party is automatically placed on hold. Repeat these steps to alternate between calls.

**Conference Call** ~ Add another party to an existing conversation. Up to eight parties can be included in a conference call.

To Establish a Conference Call:

- With call in progress, ask party to hold.
- Press TRANSFER; receive interrupted dial tone and then dial desired number.
- After call is answered, press CONF; LED lights. Three-way conference call is now established.

**Note:** If one party hangs up, the other parties remain connected.

Repeat steps to add more parties; up to eight parties may be included. The original caller must stay in the conference call.

**To retain a conference call,** the initiator must have a C-KEEP button on their phone. If so, pressing C-KEEP will enable the other parties to continue their call without the original caller.

**Call Hold Conference (Join)** ~ Create a conference call with multiple incoming callers.

- With call in progress, ask party to hold (first line of telephone)
- Press HOLD once; held line will flash.
- Place a second call on another line.
- Press JOIN and dial the extension where call is on hold.
- Three-party conference is established.

**Note:** The initiator must have a join button programmed on their telephone.

**Call Park** ~ Enables the telephone user to park a call that can then be retrieved from another extension. This feature is programmed upon installation.

To Park A Call:

- When on a call press TRANSFER and dial the CALL PARK access code (\*6).

To Retrieve a Parked Call from Originating Telephone:

- Dial the CALL PARK local retrieval code (\*\*6). Parked call is connected to the extension where the call was parked.

To Retrieve a Parked Call from A Remote Station:

- Dial the CALL PARK remote retrieval code (##6) and the extension of the telephone that parked the call.
- Remotely parked call is connected to the extension where the code was dialed.
- Connection to calling party is established.
- If currently on a call, the original party must be placed on hold before new call can be picked up.

**Call Pick-Up (Group)** ~ Any member of a pick-up group can answer calls directed to an extension within the group.

- Lift handset or press SPEAKER.
- Dial the PICK-UP access code [\*7] or press PICK-UP

- If currently on a call, press TRANSFER and dial PICK-UP access code [\*7]. The original party will be placed on hold and any sub-line can be used.

**Note:** You can program the access code on a One-Touch Button (see Individual Speed Calling).

**Call Pick-Up (Direct)** ~ Anyone can pick-up a call directed to another extension.

- Lift handset or press SPEAKER.
- Press the PICK-UP DIRECT feature button and dial the extension number to be picked up.

**OR**

- Press [#7]; dial the extension number to be picked up.
- If currently on a call, the original party must be placed on hold before new call can be picked up.

**Note:** Call may be picked up from any secondary line.

**Note:** You can program the access code on a One-Touch Button (see Originate a Call Using A One-Touch Button).

**Call Waiting - Answer LED is lit** ~ The light indicates that another call is waiting. You will hear a tone (internal = one beep; external = two beeps) indicating an incoming call.

- While engaged in a call, receive call waiting indication (one short tone burst).
- Press ANSWER; call in progress is placed on hold.
- Connection to call waiting is established.
- Re-press ANSWER to return to original call; second caller is placed on hold.
- Repeat these steps to alternate between calls.

**Call Back** ~ Enables a user that has dialed a busy extension to receive a call back when the busy extension becomes available.

- Dial the desired extension; receive busy tone [CB] should flash in display if Call Back feature is available.
- Press [CB]; receive interrupted dial tone; hang up.
- When busy extension becomes idle; calling extension will ring.
- Answer; the called extension will ring.

To Cancel:

- Lift handset or press SPEAKER; receive dial tone.
- Press [CB].

**Call Forwarding** ~ All calls destined for a particular extension will be routed to another extension

To Set:

- Press SPEAKER; receive dial tone.
- Press FWD code (\*41 for external calls, \*40 for internal calls); receive special dial tone.
- Dial destination extension number; receive interrupted dial tone.
- Hang up; call forward is set.

To Verify:

- If verifying for another extension, press line appearance while idle.
- Press FWD.
- Display indicates the telephone number to which calls are forwarded.

To Cancel:

- Press SPEAKER; receive dial tone.
- Press FWD access code (#41 for external calls, #40 for internal calls); receive dial tone.
- Hang up; call forward is canceled.

**Note:** If you suspect your calls are being forwarded, cancel all forwarding.

**Originate a Call Using a One-Touch Button**

- Press SPEAKER or lift handset.
- Press desired SPEED DIAL button.

To Program:

- Press FEATURE button.
- Press desired SPEED DIAL button.
- Enter desired telephone number or feature code on the keypad.
- Press FEATURE button again to save the number.

To Verify:

- Press FEATURE button.
- Press desired SPEED DIAL button.
- Programming will appear in display.

**Note:** To program a Hookswitch for transfer or feature activation, press RECALL key as first digit. To program a pause, press RECALL button as any digit other than the first digit.

**Save and Repeat [S&R]** ~ Allows user to store one number for an indefinite amount of time.

To Save:

- Press SPEAKER; dial desired telephone number.
- Press [S&R]; dialed number is now stored. [S&R] will flash in your display.

**OR**

- Receive internal call.
- Press [S&R]; the incoming number is now stored. "S&R" will appear in your display. While a number is saved, [S&R] will flash in your display.

To Verify:

- While idle; press [S&R].
- Stored number will appear in display.

To Repeat:

- Press SPEAKER.
- Press [S&R]
- Telephone will automatically redial the stored number.
- [S&R] is now canceled.

**Note:** If Save and Repeat number is busy or does not answer, press [S&R] before hanging up.

**Individual Speed Calling** ~ Allows user to create a speed dial list (requires programming as an additional feature).

To Set:

- Press SPEAKER; dial Speed Calling Access Code [##3] plus the one or two-digit code. (You need to keep track of your codes).
- Dial 9 plus the telephone number or five-digit extension. A brief pause will occur before you receive interrupted dial tone.

To Use:

- Lift handset or press SPEAKER; receive dial tone.
- Press # and the 9 key plus the one or two-digit code.

**Do Not Disturb** ~ Prevents caller from completing a call to your extension (they do not receive your voicemail greeting).

While idle (on hook):

- Press DND. "DND Set" will appear in your display. While Do Not Disturb is enabled, "DND" will flash in your display.

To Cancel:

- Press DND. "DND Cancel" will appear in your display. DND will cease flashing in your display.

**Automatic Intercom** ~ Creates an intercom between two predetermined telephones.

To Initiate:

- Press SPEAKER; or lift handset.
- Press AICM. Receive ring back tone.

To Answer:

- AICM LED flashes and rings to indicate incoming call.

**Note:** If called extension is engaged in a non-intercom call, the extension may press AICM after placing the original call on hold (with HOLD button).

**Dial Intercom** ~ Creates an intercom between two parties within a Dial intercom group.

To Initiate:

- Press SPEAKER; or lift handset.
- Press DICM; enter two-digit code for the other extension. Receive ring back tone.

To Answer:

- DICM LED flashes and rings to indicate incoming call.
- Press DICM.

- Press SPEAKER; or lift handset.

**Note:** If called extension is engaged in a non-intercom call, the extension may press DICM after placing the original call on hold (with HOLD button.)

### Feature Access Codes

*1	Call Back
#1	Cancel Call Back
#3	Last Number Redial
##3	Station Speed Dial – Set
*6	Call Park
**6	Call Park Retrieve - Local
##6 + Parked Call Extension	Call Park Retrieve – Remote
*7	Call Pickup
#7 + Int	Call Pickup Direct
*9	Call Hold
#9	Station Speed Dial – Access
*40	Call Forward – All Internal
#40	Cancel Call Forward – All Internal
*41	Call Forward – All External
#40	Cancel Call Forward – All External

## VOICEMAIL SYSTEM

**Introduction** ~ You are using a digital voicemail messaging system. Your messages are stored in a personal voice mailbox. If your telephone forwards to voicemail, your caller will be greeted by the voicemail system. You can call the system to listen to your messages from any touch-tone telephone, you can also create voice messages for other voicemail subscribers. The voicemail system provides prompts to help you leave, listen to, and delete messages.

Each voice mailbox has its own personal greeting. In cases where more than one person shares a telephone, the system will prompt callers to identify the person for whom they wish to leave a message. The caller will hear the name of each person, recorded in his or her own voice. Each user has their own password; your messages remain confidential. If you need help when accessing your mailbox, pause: the automated attendant will prompt you for the next required action.

### System Information

- The system access and forwarding number is x43660. To access voicemail from off-campus, the number is (585) 274-3660.
- The basic administrative voicemail box has a 10-message capacity.
- Messages that have been **played and saved will be deleted by the system after 15 days.**
- Messages that have **not been played will be deleted by the system after 30 days.**
- Voicemail uses letters in its prompts which correspond to the letters on your telephone keypad. (i.e: P is number 7).
- You can press 1 to skip someone's greeting and begin recording your message.
- Voicemail does not record the caller's extension number when it records a message. When you leave someone a voicemail message, make sure to record your contact information in the body of your message.
- For more information, contact University IT at x52000 or visit our web site at [www.rochester.edu/it/](http://www.rochester.edu/it/).

### VOICE MAILBOX SETUP

**Note:** You must complete the following steps before you will be able to use your voice mailbox. If you hang up before completing these steps, it will be reset to the beginning.

- Dial x43660.
- Enter your mailbox number (if a shared mailbox, each person can select a mailbox number using the description above).
- Enter default passcode 37842556; listen to instructions.
- Enter **U** (User Options) and **P** (Passcode).
- Change Passcode using 6 to 10 digits.
- Enter **U** again and then **N** to record your **Name**.
- Record your name.
- Press **R** (7) to end recording and **Review**.
- Press **D** (3) to **Discard** and record again.
- Press **X** (9) to save and continue.
- Enter **U** again; enter **G** to record your **Greeting**.
- Record your personal greeting.
- Press **R** (7) to end recording and **Review**.
- Press **D** (3) to **Discard** and record again.
- Press **X** (9) to save and continue.

### **Accessing Your Voice Mailbox from Your Telephone**

- Dial 43660. If you share an extension, select your mailbox by pressing 1, 2 or 3.
- Enter your passcode.

### **Accessing Your Voice Mailbox from an Extension with Voicemail**

- Dial 43660.
- Press \* to reach "Welcome to the Message Center" and enter your mailbox number. You will hear your greeting play.
- Press \* ; the system will ask for your passcode.

### **Accessing Your Voice Mailbox from an External Telephone**

- Dial (585) 274-3660.
- Enter your voice mailbox number. You will hear your greeting play.
- Press \* , the system will ask for your passcode.

### **Forwarding Calls to Voicemail**

- Press SPEAKER; receive dial tone.
- Press FWD code (\*41 for external calls, \*40 for internal calls); receive interrupted dial tone.
- Dial 43660; receive steady dial tone.
  - Hang up; call forward is set.

#### To Cancel:

- Press SPEAKER; receive dial tone.
- Press FWD code (#41 for external calls, #40 for internal calls); receive steady dial tone.
- Hang up; call forward is cancelled.

**Transfer Calls to Another Voice Mailbox** ~ If you need to transfer a caller into someone's voicemail box:

- Press TRANSFER.
- Enter 43660.
- Enter voice mailbox number you wish to transfer the call to.
- Hang up.

**VOICEMAIL COMMANDS** ~ After entering your voice mailbox number, press \* and enter your passcode. You will then have three options:

- Option 1 - Play Message
- Option 2 - Make Messages
- Option 3 - User Options

### **Play Messages**

- P** = Play or replay the message.
  - Press \* rewinds 5 seconds.
  - Press # to fast forward 5 seconds.
  - Press **T** to Travel (skip) to next message.
  - Press **T** \* to Travel (skip) to previous message.
- K** = Keep or save message.

- D** = Discard or delete message.  
**D\*** before playing the next message to retrieve the last discarded message. (Oops Button)
- A** = Answer/reply to a message from another voice mailbox.  
 Create your message.
- G** = Give/forward a message to another voice mailbox.  
 Enter the voice mailbox number where the message is to be forwarded.  
 Press #; record comments.  
 Press **X** to send message.

**Make/Record a New Message**

- M** = Make or record a new message.  
 Enter voice mailbox number or distribution list number.  
 Several mailboxes can be listed.  
 Press \* to delete last entry.  
 Press # to start recording message.  
 Press # to stop recording.

After recording the message you can access the following choices:

<b>R</b>	Review recorded message
<b>A</b>	Append or add to end of message
<b>D</b>	Discard or delete recorded message
<b>M</b>	Message addressing
<b>C</b>	Confidential
<b>R</b>	Request Receipt
<b>U</b>	Urgent
<b>X</b>	eXit option
<b>X</b>	To send the message

**User Options**

- Press **U** from the main menu.
- Press **G** to change your Greeting.
- Press **N** to change Name announcement.
- Press **P** to change your Passcode.
- Press **L** to create or modify distribution Lists.  
 Enter the list number (2 through 11).

Choose one of the following options:

<b>N</b>	Name list
<b>A</b>	Add members to list
<b>D</b>	Delete members
<b>P</b>	Play members of list

**Exiting Your Voice Mailbox (This is an important step for your voicemail to function efficiently)**

- Press **X**.
- Hang up.

**Pound Dial Around** ~ Allows a caller to dial a 5-digit extension from voice mailbox without hanging up.

- Press #.
- Dial 5-digit extension.

**BILLING INFORMATION**

University IT Billing provides a monthly statement itemizing all long-distance calls, equipment, and communications services. Calls placed using authorization codes are listed separately. Any questions about the charges included can be addressed by calling the IT Center at x52000.

**Note:** Fraudulent use of the University's telephone system is a misdemeanor under New York State Law and is punishable by up to one year imprisonment and/or \$1,000 fine. Replacement costs of damaged or stolen telephone equipment will be charged to the responsible party.

**BLUE LIGHT EMERGENCY TELEPHONES & SECURITY**

Blue Light Emergency Telephones are located throughout the University. Information on telephone location and security policies, programs, procedures, hate crimes and crime statistics is published in Think Safe and is available by calling Public Safety at x53333 or through their website: [www.rochester.edu/publicsafety/](http://www.rochester.edu/publicsafety/)

*Questions or Problems?  
 Please contact  
 University IT at x52000  
 tech.rochester.edu*

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