

COMPLETE STUDENT TELEPHONE AND VOICEMAIL GUIDE

Ringling

- Internal: Long ring
- External: Double ring

Ringling Tone

You have a choice of four different ringling tones

- Press the FEATURE button and the number 3 on the key pad
- Repeatedly press the 3 key until your desired ringling tone is found

Answering

- Press SPEAKER or lift handset
- Toggle between calls using the ANSWER button

Hold

Hold allows you to place a call on hold without disconnecting the caller. To make a second call while this is in progress, see Consultation Call.

- Press HOLD during an active call and hang up the handset
- The Held line will flash
- To reconnect, pick up the handset and press the flashing button
- Important - There are two types of Hold:
 - Regular
 - Exclusive

Transfer

Transfer allows you to send a call to another extension.

- Press TRANSFER and dial the desired extension number
- Announce the caller to the recipient and hang up the handset
- If there is no answer and you would like the caller back, press TRANSFER
- To transfer a call into a voicemail box:
 - Press TRANSFER and dial 43660
 - Press * *
 - Dial the desired five-digit extension number; listen for the voicemail greeting and hang up the handset
 - If voicemail has been reached and you would like the caller back, press #9

Conference Call

Conference Call allows up to eight calls to participate in a conversation.

- Pick up handset and place first call
- Press TRANSFER and place second call
- Press CONF (conference)
- This is now a Three-Way call. Continue TRANSFER and CONF steps until all parties are present.

Note: The person originating the conference call must stay in the call.

Speaker Phone

To turn the microphone on:

- Press FEATURE and the number 1 on the keypad
- MIC key will illuminate. The microphone can be left on at all times.
- To turn the microphone off, repeat the steps above

Speed Call

Station Speed Call allows you to set up codes for frequently called internal or external numbers.

- Pick up handset and press ##3
- Press any digit from 0 to 9
- Enter the five-digit extension or 9 and the external phone number
- Wait for tone and hang up the handset
- To make a speed call:
 - Pick up handset
 - Press #9 and the digit you assigned to the speed call

Note: Not all phones are equipped with this feature. If you are having difficulty programming speed calls, call the contacts listed on the front of this guide.

Last Number Redial

- Press REDIAL * (last number dialed automatically redials)

Call Forwarding ~ Internal Calls from your phone

- Wait for a dial tone of extension to forward
- Press *40; listen for interrupted dial tone
- Enter the extension number where calls will forward to; listen for steady dial tone and hang up the handset

Call Forwarding ~ External Calls from your phone

- Wait for a dial tone of extension to forward
- Press *41; listen for interrupted dial tone
- Enter the extension number where calls will forward to; listen for steady dial tone and hang up the handset

Cancel Call Forwarding ~ Internal Calls

From your phone:

- Wait for dial tone of extension to "un-forward"
- Press #40; listen for steady dial tone

Cancel Call Forwarding ~ External Calls

From your phone:

- Wait for dial tone of extension to "un-forward"
- Press #41; listen for steady dial tone

Park

Park places a call on hold from one extension to pick up on another.

- Press TRANSFER
- Press *6 and hang up the handset
- To retrieve parked call at different extension
 - Lift handset at different extension and press ##6
 - Dial extension number of the phone you placed the call on Park originally
- To remove parked call from originating line
 - Lift handset and press **6

Consultation Call

Consultation Call allows you to speak with another caller while one is on hold.

- Press TRANSFER (First call is placed on hold)
- Dial number of person to consult with (internal or external)
- Press TRANSFER to place that person on hold
- You are then connected to the original caller
- You may continue alternating between calls

Call Waiting

- You will hear tone in handset indicating another incoming call. The ANSWER button will illuminate.
- Press ANSWER to place the call on hold; you are now connected to the incoming call
- Press ANSWER to reconnect to first caller
- You may continue alternating between calls

Long Distance Service

Options for Long Distance service include:

- Prepaid Calling Cards – In \$5, \$10 and \$20 increments. You should plan on long distance costs of approximately \$.049/minute using this service.
- 800# Toll Free Access – Many providers offer voice and/or data service through toll free 800# access. If you google “long distance service” you’ll find a large number of services.

Note: To purchase a calling card or if there are other long distance calling options that you are interested in, contact University IT at univithelp@rochester.edu or call 275-2000. We value your input!

One-Touch Buttons

One-Touch Dialing allows you to program an available button for frequently called numbers.

- Press FEATURE
- Press the desired available button
- Enter the phone number or feature code and press FEATURE
- Your number is saved
- To place a One-Touch call:
 - Pick up handset and press the One-Touch button designated for your desired number

One-Touch Buttons Used to Forward to Voicemail and Cancel Forwarding to Voicemail

Call Forwarding to Voicemail for Internal Calls:

From your phone

- Wait for dial tone of the extension you wish to forward

- Press the VM-I SET button
- Call Forwarding to Voicemail for External Calls:

From your phone

- Wait for dial tone of the extension you wish to forward
- Press the VM-E SET button

Cancel Call Forwarding to Voicemail for Internal Calls:

From your phone

- Wait for dial tone of the extension you wish to cancel forwarding on

- Press the VM-I CNL button

Cancel Call Forwarding to Voicemail for External Calls:

From your phone

- Wait for dial tone of the extension you wish to cancel forwarding on

- Press the VM-E CNL button

Voicemail Set Up

The following steps must be completed for voicemail box use. **If you hang up before completing these steps, all changes will be lost.**

- Dial 43660 (University-wide voicemail access number)
- Enter the **default passcode: 37842556** and listen to the instructions

Step 1: Change your passcode

- You must enter six to ten digits for your new passcode

Step 2: Record your personal greeting

- Press R (7) to end recording and **R** Review
- Press D (3) to **D**iscard and record again
- Press X (9) to save and continue

Step 3: Record your name

- Press R (7) to end recording and **R** Review
- Press D (3) to **D**iscard and record again
- Press X (9) to save and continue

Note: Wait for the system to notify you that all steps have been completed before you hang up!

Instructions Specific to Student Voicemail Service

For student mailboxes in double and triple rooms

Each student can choose a mailbox number. The mailboxes will be 21xxxxx, 22xxxxx if it is a double room and 23xxxxx if it is a triple room. XXXXX is the phone extension in the room. Example: the room extension is 34567; the student mailbox numbers are 2134567, 2234567, or 2334567.

From your room:

- Dial 43660 and press 1 for mailbox 21xxxxx, 2 for mailbox 22xxxxx or 3 for mailbox 23xxxxx

- Enter the **default passcode: 37842556**

- Follow Steps 1-3 in the **Set Up** section of this guide

After the mailbox is setup when a caller reaches the voicemail for the room they will hear the following:

“To leave a message for Joe Smith press 1
John Hutchinson press 2
Alex Brown press 3”

When the caller makes the selection they will hear the student’s personal greeting.

Specifications

Voicemail Access Number:

- Voicemail access and forwarding number is **43660**
- From outside of the University, the access number is **(585) 274-3660**

Personal Greeting

- Each mailbox has a greeting for both internal and external callers

Greeting Override

- Press **1** to skip the greeting and begin recording your message

System Commands

- The letters used in voicemail correspond to the letters on your telephone's keypad. Example: P corresponds to the number 7.

Telephone Care

If you would like to clean your telephone:

- Use non-ammonia products –computer and keyboard cleaners yield best results
- Apply solutions to cloth **FIRST**; never spray directly to your telephone

Accessing Voicemail

From your own phone:

- Dial 43660 and enter your passcode

From an internal phone other than your own with voicemail:

- Dial 43660 and press * to reach the "Welcome to the Message Center" greeting

- Enter your voicemail box (five or seven-digit extension number)

- Press * and enter your passcode

From an internal phone other than your own without voicemail:

- Dial 43660 and enter your voicemail box (five or seven-digit extension number)
- Students access their voicemail box by dialing 21xxxxx, 22xxxxx or 23xxxxx depending on which box number they have selected

- Press * and enter your passcode

From an external phone:

- Dial 274-3660 and enter your voicemail box (five or seven-digit extension number)
- Press * and enter your passcode

Voicemail Commands

After entering your voicemail box (five-digit extension number), press * and your passcode. There will be three options:

Play Messages:

From the main menu press **P** (7) to listen to your messages. While playing your messages you are able to access the following choices:

P (7) = **P**lay or replay message

- Press * to rewind five seconds
- Press # to fast forward five seconds
- Press T (8) to **T**ravel or skip to the next message
- Press T (8) and * to **T**ravel or skip to the previous message

K (5) = **K**eep or save message

D (3) = **D**iscard or delete message

- Press * before playing the next message to retrieve the last discarded message

A (2) = **A**nswer or reply to a message from another voicemail box

- Record your message
- Press # to stop recording
- Refer to "After recording the message" for further options

Make Messages

From the main menu press **M** (6) to **M**ake or record a new message

- Enter the voicemail box (five-digit extension number) or distribution list number you would like the message delivered to
- Press * to delete last entry
- Press # to start recording message
- Press # to stop recording

After recording the message you can access the following choices:

R (7) = **R**eview recorded message

A (2) = **A**ppend or add to the end of the message

D (3) = **D**iscard or delete recorded message

M (6) = **M**essage addressing

- Choose one of the following options:
 - C (2) = Mark **C**onfidential
 - R (7) = Request **R**eceipt
 - U (8) = Mark **U**rgent
 - X (9) = **E**Xit option
 - X (9) = Send message

User Options

From the main menu press **U** (8) to access the following choices:

G (4) = Change your **G**reeting

N (6) = Change your **N**ame announcement

P (7) = Change your **P**asscode

L (5) = Change or modify your distribution **L**ists

- Enter the list number (2 to 11)
- Choose one of the following options:
 - N (6) = **N**ame list
 - A (2) = **A**dd members to list
 - D (3) = **D**elete members
 - P (7) = **P**lay members of list

Exiting your voicemail box

Allows you to get out of your voicemail box

- Press X (9) and hang up the handset

Important Information

The message waiting indicator light on the upper-right corner of your phone will illuminate when you have a new voicemail message.

The message waiting indicator light will remain illuminated until all new messages have been either saved or deleted.

Voicemail messages (un-played, played, or saved) will be deleted by the system after 15 days.

*Questions or Problems?
Please contact
University IT at (585) 275-2000*

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