

## 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**eview
- 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**eview
- 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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