

# TELEPHONE & VOICEMAIL INSTRUCTIONS

## **Ringing**

- Internal: Long ring
- External: Double ring

## **Ringing Tone**

You have a choice of four different ringing tones

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

## **Answering**

- Press SPEAKER or lift handset
- The ANSWER button is used with "call waiting" to toggle between calls

## **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
- Hang up the handset
- The Held line will flash
- To reconnect, pick up the handset
- Press the flashing button
- Important - There are two types of Hold:
  - Regular (soft)
  - Exclusive

## **Exclusive Hold ~ For lines appearing on more than one phone**

**Exclusive Hold** allows you to place a call on hold while eliminating the possibility of others picking up the call by mistake.

- Press HOLD twice
- Hang up the handset
- To reconnect, pick up the handset or press SPEAKER on the telephone which the call was originated on
- Press the flashing button

## **Conference Call**

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

- Pick up handset
- Place first call
- Press TRANSFER
- 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.

## **Speed Call**

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

- Pick up handset
- Press ##3
- Press any digit from 0 to 9
- Enter the five-digit extension or 9 and the external phone number
- Wait for tone
- 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)

## **Transfer**

**Transfer** allows you to send a call to another extension.

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

## **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
- 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 dialtone
- Hang up the handset

### Cancel Call Forwarding ~ Internal Calls

*From your phone:*

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

### Cancel Call Forwarding ~ External Calls

*From your phone:*

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

### Park

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

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

### Speaker Phone

All University phones can be used as a Speaker Phone. To turn the microphone on:

- Press FEATURE and "1"

- MIC key will illuminate. You may leave the microphone on at all times.
- To turn the microphone off, repeat the steps above

### 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 please contact us at UnivITHelp@rochester.edu or by calling us at 275-2000. We value your input!

### 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 or apply directly to your telephone

### One Touch Buttons

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

- Press FEATURE
- Press the desired empty line
- Enter the phone number or feature code
- Press FEATURE
- Your number is saved
- To place a One-Touch call:
  - Pick up handset
  - 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 call 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 call forwarding on
- Press the VM-E CNL button

### **Voicemail Set Up**

You must complete the following steps before you will be able to use your voicemail box.

**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**
- 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
- 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 personal greeting for both internal and external callers.

#### **Greeting Override**

- Press **1** to skip someone's 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.

### **Accessing Voicemail**

*From your own phone:*

- Dial 43660 and enter your passcode

*From an internal phone other than your own with voicemail:*

- Dial 43660
- Press \* to reach the “Welcome to the Message Center” greeting
- Enter your voicemail box (five or seven-digit extension number)
- Press \*
- Enter your passcode

*From an internal phone other than your own without voicemail:*

- Dial 43660
- 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 \*
- Enter your passcode

*From an external phone:*

- Dial 274-3660
- Enter your voicemail box (five or seven-digit extension number)
- Press \*
- 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 the next set of 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 are able to 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 (0 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)
- Hang up the handset

## **Important Information**

Voicemail messages that have been played and saved will be deleted by the system after 15 days.

Voicemail messages that have not been played will be deleted by the system after 30 days.