

## Using Your Phone Brief

Dial 8 for outside line.  
Dial 8 1 for long distance.

### Examples:

Local calls would be dialed 8 -Seven digit number

Long distance would be dialed 8 1- area code-Seven digit number

Toll free calls: 8-1-800- Seven digit number

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### Customizing Your IP Phone on the Web

Setting Speed Dials

<https://172.18.144.10/ccmuser>

ID: (this is your extension number)

Default Password: 12345

### Voice Mail Brief

IP phones: Press message button

Analog phones: Dial 1000

### VOICE MAIL SETUP AND ACCESS

#### To enroll with voice mail (first use):

- Press the **Messages** button or dial the internal voice mail phone number (**1000**).
- Enter the first time enrollment password = **12345#**
- Follow prompts to:
  - Record your name - press # key as soon as you say your name
  - Record a greeting – press # key as soon as you say your greeting
  - Set a new password
    - Minimum length 4
    - Expires Yes
    - Message Deletion 14 Days

#### To log on to voice mail from your phone

- Press the **Messages** button or dial the internal voice mail phone number (**1000**).
- Enter your password, press the # key

#### To log on to voice mail from another inside phone

- Press the **Messages** button or dial the internal voice mail phone number (**1000**).
- Press the \* key when voice mail answers
- Enter your ID (extension), then press # key.
- Enter your password, then press the # key.

#### To log on to voice mail from outside

Dial your own 10 digit DID

- Press the \* key when voice mail answers
- Enter your ID (4 digit ext.), then press # key.
- Enter your password, then press the # key.

**To create a simple greeting:**

Dial 1000 or press the messages button on your IP phone  
 Enter your password followed by #  
 Press 4 (Set up options)  
 Press 1 (Greetings)  
 Press 1 (record new greeting)

**Basic Voicemail Controls**

Press the **Messages** button or dial the internal voice mail phone number (**10000**) and log on:

Hear new messages	1	Set up options	4
Send new message	2	Cancel or back up	*
Review old messages	3	Skip or move ahead	#

*During Message Playback*

*After Message Playback*

Restart message	1	Repeat	1
Save	2	Save	2
Delete	3	Delete	3
Slow Playback	4	Reply	4
Change Volume	5	Forward message	5
Fast Playback	6	Save as new	6
Rewind	7	Rewind	7
Pause or Resume	8	Play msg properties	9
Fast Forward	9	Save as is	#

**To Permanently Erase Voicemail**

- Get into your voicemail & follow the voice prompts:
- To review old messages Press 3
- Deleted messages press 2
- To Erase Press 2
- Delete Messages? Press 1

### **To Transfer Calls:**

Press Transfer

Dial Number to which you are transferring & announce call

Press Transfer

Hangup

### **To create a Conference Call:**

Call the first party

Press CONFRN

Dial the next party

Press CONFRN

Repeat up to a limit of 6 parties connected, including yourself).

### **Access to voicemail from another line.**

Call your phone

Press \* when your phone answers.

Enter your extension number xxxx followed by #

Enter your password followed by #

You are now into your voicemail.

### **Authorization Codes**

Conference room & other public phones have restricted long distance access. You can still make long distance calls on these phones but you will need to enter your authorization code. If you do not know your authorization code contact Telephone Service at 8499.

When you make a long distance call from a restricted phone, you will hear 3 beeps after you dial the long distance number. This is your prompt to enter your code, (followed by #).

### **Accessing Missed Calls**

Your IP phone will display when you have missed calls.

To see the missed calls, select these menu choices on your IP phone:

Press the Directories button

A soft screen menu appears of your directories menu choices. Missed calls is choice 1. Highlight it & press select.

You will see your missed calls & menu choices at the bottom of the screen.

The more button brings up more menu choices, i.e. deleting missed calls.

## **Analog Phone Commands**

### **VOICE MAIL SETUP AND ACCESS**

#### **To enroll with voice mail (first use):**

- Dial the internal voice mail phone number (1000).
- Enter the first time enrollment password = 12345#
- Follow prompts to:
  - Record your name - press # key as soon as you say your name
  - Record a greeting – press # key as soon as you say your greeting
  - Set a new password
    - Minimum length 4
    - Expires Yes
    - Message Deletion 14 Days

#### **To log on to voice mail from your phone**

- Dial the internal voice mail phone number (1000).
- Enter your password, press the # key

#### **To create a simple greeting:**

- Dial 1000
- Enter your password followed by #
- Press 4 (Set up options)
- Press 1 (Greetings)
- Press 1 (record new greeting)

## Basic Controls

Press the **Messages** button or dial the internal voice mail phone number (**1000**) and log on:

Hear new messages	1	Set up options	4
Send new message	2	Cancel or back up	*
Review old messages	3	Skip or move ahead	#

### *During Message Playback*

### *After Message Playback*

Restart message	1	Repeat	1
Save	2	Save	2
Delete	3	Delete	3
Slow Playback	4	Reply	4
Change Volume	5	Forward message	5
Fast Playback	6	Save as new	6
Rewind	7	Rewind	7
Pause or Resume	8	Play msg properties	9
Fast Forward	9	Save as is	#

### **Remote access to voicemail:**

- Call your phone
- Press \* when your phone answers.
- Enter your extension number xxxx followed by #
- Enter your password followed by #
- You are now into your voicemail.

### **Analog Phone-set Commands**

- Call forward all - \*\*1 followed by either 4 digit extension for on campus or for off campus enter number as you would dial, i.e. 8-281-xxxx, or 8-1-701-xxx-xxxx
- Call forward all cancel - \*\*2
- Call pickup options:
  - \*\*3 When you hear a phone in your pickup group ring
  - \*\*6 followed by the extension you want to pick up. For pickup of phones outside your pickup group
- Transfer a call: Hit flash, after 3 beeps, enter number, hit flash
- Conference call – During an active call, user presses hookflash for dial tone, dials a third party, and then presses hookflash again to connect all three parties.
- Pick up voicemail: Dial 1000 retrieve voicemail. Enter password followed by #.
- \*# Redial last number called.