




# Towson University

## Using The Phone And Voicemail System

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 =Shortcut  =Advice  =Caution

### Using Your Voicemail

#### From Your Desk

1. Press the **VOICEMAIL** button or dial **46100**.
2. If your extension has multiple voice mailboxes, the system will say, "To retrieve messages for (name) press 1; to retrieve messages for (name) press 2; and so on.
3. Select the appropriate option #1, #2, etc.
4. When prompted, enter your pass code to get your messages.

#### From Off Campus

1. Dial 410-704-6100.
2. You will hear the greeting begin "Welcome to the Message Center... ."
3. If you are checking your messages enter your 5 digit extension number followed by the \* key.
4. Enter the pass code when/if prompted.

#### From Any Phone With A Mailbox

1. Dial 46100 or press the **VOICEMAIL** button.
2. When you hear a name (or mailbox number), press the \* key. You will hear "Welcome to the Message Center...."
3. Enter the mailbox number you want to access followed by the \* key.
4. If your extension has multiple voice mailboxes, the system will say "To retrieve messages for (name) press 1; to retrieve messages for (name) press 2; etc. Select the appropriate option #1, #2, etc.
5. Enter the pass code when/if prompted.

#### From Any Phone Without A Mailbox

1. Dial 46100.
2. When you hear the greeting begin, press the \*key. You will hear "Welcome to the Message Center...."
3. If you are leaving someone else a message just enter the mailbox number.
4. If you are checking your messages enter your mailbox number followed by the \* key. Enter the pass code when prompted.

### To Transfer Callers Into Voicemail

#### Directly To Voicemail Without Ringing the Phone

1. While on a call press **TRANSFER** key, dial **46100**.
2. When voicemail answers, if you are prompted for a pass code press \* key. You will hear "Welcome to the Message Center...."
3. Enter the extension number where the call is to be transferred. Hang up.

#### Summary

##### Phone and Voicemail System

1. Accessing Voicemail
2. Options for Transferring Calls into Voicemail
3. Using Your Telephone
4. Programming Call Forwarding

### **To Ring the Phone First, Then Go to Voicemail**

1. When voicemail answers, dial the extension number where the call is to be transferred.
2. Hang up.

### **To Get the Caller Back Without Going to Voicemail**

1. Press **TRANSFER ONCE**. (You will have the caller back!)

### **To Get the Caller Back After the Voicemail Message Has Started**

1. Press **339#**, **Transfer**.
2. You will then hear "No message recorded" and you will then have the caller back.

### **To Send A Message**

1. Access your voicemail box.
2. Enter your pass code.
3. Press **6** to **Make a Message**.
4. Enter the destination extension (5 digits).
5. Once the system confirms the recipients' name, you may enter the extension number of any other intended recipients.
6. The same message can be sent to several people simultaneously, by setting up a group. (See instructions following).
7. Press the **#** key when you have finished addressing the message.
8. Begin recording your message after the tone.
9. Press the **\***key to pause/resume during recording.
10. When you have finished recording, press **9** to send the message and exit to the main menu.

### **Special Delivery Options For Messages**

1. For message Delivery options, press **6**. You have the option of making the message for **urgent delivery**, **future delivery**, **confidential**, and/or **return receipt**. Once you have selected from these options press **99** to send your message and exit to the main menu.

### **To Program Your Voicemail Button On Your Phone**

1. DO NOT lift your handset. DO NOT press **Speaker**.
2. Press **Feature**.
3. Press the **Voicemail** button on your phone.
4. Press **46100**.
5. Press **Feature**.

### **To Program A Button For Access To A Different Voicemail Box**



(If you need to check voicemail regularly for another person you **MUST** have an open/unused clear button that lights up.)

1. DO NOT lift your headset. DO NOT press **Speaker**.
2. Press **Feature**. (The Feature button will light up red.)
3. Press any unused clear button.
4. Press **46100**.
5. Press **Recall TWO** times.
6. Press **\***.
7. Enter the other voicemail box number (Ex: 41234).
8. Press **\***.
9. Press **Feature**. The Feature light will go off and the display will say **Speed Set**.

You now have a speed dial button for the second voicemail box!

## Using Your Telephone

1. **OFF CAMPUS CALLS** Press **Speaker** or lift handset, then press **9**.
2. **ON CAMPUS CALLS** Press **Speaker** or lift handset, dial the 5 digit extension number.
3. **HOLD** Press **Hold**. This line will blink green. (If others put a call on hold, it will blink red.)
4. **TO RETRIEVE YOUR CALL** Press the blinking green (or red) line.
5. **TRANSFER CALL** Press **Transfer**. Dial the other extension number; announce the call **or** just hang up.
6. **TO GO BACK TO THE CALLER**, if necessary, press **Transfer ONCE**. You can also press **Transfer** to go back and forth between two callers.
7. **GETTING A CALLER BACK AFTER VOICE MAIL HAS ANSWERED** When the person's message has started, press **339#**, **Transfer**, and you will have the caller back.
8. **REDIAL THE LAST NUMBER CALLED**
  - Lift handset or press **Speaker**.
  - Press **Redial \***. The last number dialed will be redialed and displayed.
  - **NOTE:** Each time **Redial** is pressed, the numbers of the last 5 calls made from that phone will be displayed. Select a number and press **\*** to have the system redial that number.



### One Touch Speed Dialing

#### TO PROGRAM:

1. Just press **Feature**. **Do not** use your handset or **Speaker** button.
2. Press any **OPEN** button. (**Nothing** will be written on the white part above the clear button on your phone.) To verify what is programmed on any key, press [Feature] and then the button that you want to check. The information programmed on it will show up on your display. If nothing is programmed, nothing will show up. This is what you want!
3. Enter the desired telephone number or extension number. Your display will show the digits you have entered. Please remember to include a **9** if you are programming an off-campus number.
4. Press **Feature** again to save the number.
5. If you need to program a pause with a telephone number, use the **Recall** button.

**TO USE:** Lift your handset or press **Speaker**. Press the desired button.

### Save and Repeat a Telephone Number

#### TO SAVE:

1. Lift handset or press **Speaker**.
2. Dial the telephone number you are calling.
3. Press **Sav/Rept** while the number is ringing.
4. The dialed number is now stored and the **Sav/Rept** button is lit red.

#### TO REPEAT:

1. Lift handset or press **Speaker**.
2. Press **Sav/Rept** and the saved number will be automatically dialed. The red light will go out.
3. If you still want to save the number, press **Sav/Rept** again, while the phone is ringing.

### Group Call Pick Up

1. When an extension within your group rings, lift your handset.
2. Press **Call Pick** button or **\* 6** to answer the call.

## **Intercom Calls**

**NOTE:** Only two members of the group can use the intercom at a time.

### TO INITIATE:

1. Lift handset or press **Speaker**.
2. Press your **ICM** button.
3. Dial the desired intercom station number. Talk.

### TO ANSWER:

1. Your **ICM** LED button will light green, indicating an incoming call.
2. Press your **ICM** button.
3. Lift your handset or press **Speaker** to answer the call.

## **Programming Call Forwarding**

**NOTE:** It is very important that both your [CFW DNA] and [CFW BUSY] buttons are always lit **RED**.

**CFW DNA** means Call Forward Do Not Answer.

**CFW BUSY** means Call Forward Busy.

**CFW ALL** means Call Forward All calls.

### **To Program Call Forwarding With a Rollover Extension**

1. Forward **Primary extension** (4xxxx) to Vmail for **Ring-No-Answer** (CFW DNA button will be red)
  - Press **SPEAKER** button or lift the handset.
  - Your primary extension button should be lit green.
  - Press the **CFW DNA** button. Listen for "stutter" dial tone.
  - Dial **46100**. Listen for "stutter" dial tone again.
  - Press **SPEAKER** button or hang up the handset.
2. Forward **Primary extension** (4xxxx) to **Rollover** extension (3xxxx) for **Busy** (CFW BUSY button will be red)
  - Press **SPEAKER** button or lift the handset.
  - Your primary extension button should be lit green.
  - Press the **CFW BUSY** button. Listen for "stutter" dial tone.
  - Dial your rollover extension number. Listen for "stutter" dial tone again.
  - Press **SPEAKER** button or hang up the handset.
3. Forward **Rollover extension** (3xxxx) to Voicemail for **Ring-No-Answer**
  - Press **SPEAKER** button or lift the handset.
  - Press **rollover extension** button, it will light green.
  - Press the **CFW DNA** button. Listen for "stutter" dial tone.
  - Dial **46100**. Listen for "stutter" dial tone again.
  - Press **SPEAKER** button or hang up the handset.
4. Forward **Rollover extension** (3xxxx) to Voicemail for **Busy** (CFW BUSY).
  - Press **SPEAKER** button or lift the handset.
  - Press **rollover extension** button, it will light green.

- Press the **CFW BUSY** button. Listen for “stutter” dial tone.
- Dial **46100**. Listen for “stutter” dial tone again.
- Press **SPEAKER** button or hang up the handset.

### **To Program Call Forwarding Without A Rollover Extension**

(Ex: you are already on a call, or not there to answer your phone; and you want your voicemail to answer the call).

1. Forward **Primary extension** (4xxxx) to Voicemail for **Ring-No-Answer** (CFW DNA button will be red).
  - Press **SPEAKER** button or lift the handset.
  - Your primary extension button should be lit green.
  - Press the **CFW DNA** button. Listen for “stutter” dial tone.
  - Dial **46100**. Listen for “stutter” dial tone again.
  - Press **SPEAKER** button or hang up the handset.
2. Forward **Primary extension** (4xxxx) to Voicemail for **Busy** (CFW BUSY button will be red).
  - Press **SPEAKER** button or lift the handset.
  - Your primary extension button should be lit green.
  - Press the **CFW BUSY** button. Listen for “stutter” dial tone.
  - Dial **46100**. Listen for “stutter” dial tone again.
  - Press **SPEAKER** button or hang up the handset.

### **To Call Forward All Calls**

(Ex: you want all of your calls to go directly to your voicemail without ringing your phone).

#### **TO SET:**

1. Access your primary line, by pressing **Speaker** or lifting your handset.
2. Press **CFW ALL**. Listen for “stutter” dial tone. (Red light on **CFW ALL** will light up).
3. Press **46100**. Listen for “stutter” dial tone again.
4. Hang up.

#### **TO CANCEL:**

1. Access your primary line, by pressing **Speaker** or lifting your handset.
2. Press **CFW ALL**. Listen for “stutter” dial tone. (Red light on **CFW ALL** will go off).
3. Hang up.

### **To Check Primary Line Forwarding**

With the phone hung up, just press the extension button that you are interested in checking the forwarding on.

1. To find out where calls are forwarding to if the extension is not answered, press the **CFW DNA** button. If it has been forwarded, your phone display will say, for example, **FORWARD 46100**. If it has not been forwarded, your display will just say **FORWARD**.
2. To find out where calls are forwarding to if the extension is busy, press the **CFW BUSY** button. If it has been forwarded, your phone display will say, for example, [**FORWARD 46100** -- or 3XXXX if you have a rollover number]. If it has not been forwarded, your display will just say **FORWARD**.
3. To find out why when people call you, your voicemail answers immediately, without your phone ringing, press the **CFW ALL** button. If your primary number has been forwarded, your phone display will say **FORWARD 46100**. If it has not been forwarded, your display will just say **FORWARD**.