

TELEPHONE SYSTEM—BASIC FEATURE USAGE

For additional information regarding the Andrews University telephone system, please contact the ITS Office of Telecommunications (x2520, telecom@andrews.edu) or visit their web page: www.andrews.edu/go/telecom.

The instructions in this section are for digital, multi-line phones. Some of these features are also available on analog, single-line phones through the use of special key sequences. Contact Telecom for more information.

TRANSFERRING CALLS

1. Press “Transfer” button
2. Dial Extension (listen for someone to pick up and let them know the details of the transferred call)
3. Press “Transfer” button again then hang up

Helpful Hint: To do a silent transfer to your boss’ voicemail while they are in the office, dial 2529 then follow the verbal instructions.

3-WAY CONFERENCING

1. Press “Conference” button (Your caller is now on hold)
2. Dial extension
3. Let the responding party know who else is on the line
4. Press “Conference” button again (all three parties are now on-line)
5. When one party hangs up, two are still connected. (If the party you are calling does not respond, you may reconnect with the original caller by pressing the extension button for the original call.)

REDIAL

When you have a dial tone (either via the handset or speakerphone), push down on your extension button (the button with your ext. number on it) and the last number you dialed will automatically be dialed again.

FORWARDING YOUR PHONE

1. Press “Forward” button
2. Dial extension you wish to forward to (or x2528 to forward calls to your voicemail box)
3. Press “Forward” button again
4. You should now see an arrow or other indicator next to the button for your phone extension
5. To take your phone off forward, press “Forward” one time (the “arrow” should now be gone)

RING AGAIN (to your phone when an on-campus number is no longer busy)

1. Upon receiving busy signal press “Ring Again” button

2. Hang up (a lighted arrow should appear at the button)
3. When the other party hangs up the phone, your phone will beep
4. Pick up your phone handset to get a dial tone, then press the “Ring Again” button
5. You will hear a ringing for the party you were trying to contact

SPEED DIAL

This feature automatically dials long distance or frequently called numbers with the push of a button. You must have an “Auto Dial” button on your phone to use this.

1. Press “Auto Dial” button
2. Dial party’s extension
3. Press “Auto Dial” button again to save the number at that button position

VOICEMAIL—LOGGING IN

From a digital, multi-line phone:

1. Press the “Message” button on the phone
2. When prompted for “Mailbox?” press # key (implies “this phone number”) or enter the number of the mailbox and press # key
3. Enter the password and press # key

From an analog phone or from off-campus (home, cell phone, etc.):

1. Call the voicemail system (x2528 on campus, 269-471-2528 from off-campus)
2. When prompted for mailbox, enter the mailbox number then press # key
3. Enter the password then press # key

VOICEMAIL—SETUP, GREETINGS, PASSWORDS

(you must be logged into a mailbox before using these commands)

When a voicemail box is initially set up, you will be prompted to choose a password, record a “personal verification” phrase, and set up greetings. You can also change these items at a later time by following the instructions below.

PERSONAL VERIFICATION

This is generally a recording of your name or possibly your name, title and department. It will play when someone reaches your voicemail and when you leave a message on someone else’s voicemail.

1. Press 829
2. Press 5, wait for the tone, then speak your name
3. Press # key to stop recording
4. Press 83 to exit and save

INTERNAL & EXTERNAL GREETINGS

The internal and external greetings are played for on-campus and off-campus callers respectively. If only an external greeting is recorded, it will be used for both internal and external callers. If you have an administrative assistant, co-worker or someone else who will answer your calls when you are unavailable, you can also set up a "Press 0 if I'm unavailable" option. Contact the Office of Telecommunications (x3499 or telecom@andrews.edu) to discuss the pros and cons of implementing this feature. To set up your greetings:

1. Press 82
2. Press 1 (or 2) for external (or internal) greeting
3. Press 5 to record your greeting
4. Press # key when through
5. Press 2 to play back your message (press 76 to delete and 5 to re-record if you need to change your greeting)
6. Press 83 to exit and save

Example of External or Internal Greeting

"Hello, you have reached the office of Alan Brown, administrative assistant to Carol Dickenson. I'm not available to take your call at this time. Please leave your name, phone number and a brief message after the tone and I will get back in touch with you as soon as possible. You can also email me at alanbrown at andrews dot edu."

TEMPORARY GREETING

A temporary greeting is used in place of your internal and external greetings until an expiry time and date of your choosing. This is commonly used when you will be away from your phone for a predetermined period of time. Common applications are during school breaks, vacations or perhaps during a meeting or some other time when people normally expect you to be at your phone.

1. Press 823
2. Press 5 to record
3. Press # key to stop recording
4. To set the expiry date press 9, then follow the voice prompts

Example of Temporary Greeting

"Hello, this is Alan Brown, administrative assistant to Carol Dickenson. I will be out of the office until January 2. For assistance while I am away, please call Ellen Franklin at 471-0001. You can also leave a message after the tone and I will get back in touch with you when I am back in the office."

PASSWORD CHANGE

1. After logging in, press 84 then follow the voice prompts

VOICEMAIL—COMMON MESSAGE OPERATIONS

(you must be logged into a mailbox before using these commands)

COMMON COMMANDS

- 2 Plays the current message
- 4 Moves "back" to the previous message
- 6 Moves "forward" to the next message
- 73 Forward current message
- 76 Delete current message
- 75 Compose a new message
- 79 Send current message

COMPOSING A MESSAGE

To send a message to a voicemail box or group of boxes without calling every phone number, you can compose one message.

1. Press 75
2. Enter mailbox number then press # key
3. If you are sending to multiple mailboxes, enter number, press # key, number, press # key, etc.
4. Press # key when your list is complete
5. Press 5 to record a message
6. Press # key when through
7. Press 79 to send message

FORWARDING A MESSAGE

1. Push 73 for forward
2. Enter phone number(s) then press # key twice
3. Push 5 to record a message explaining the forward
4. Press # key
5. Push 79 to send message

DISTRIBUTION LIST CREATION

Creating and using a distribution list allows you to send one message to several people.

1. Press 85
2. Enter a number code you wish to use to create your list i.e., 1 or 2
3. Press # key to end
4. Press 5 to list all extensions you wish to have in list (press # key between each extension number)
5. Press # key again to save and exit

COMPOSE A MESSAGE USING A DISTRIBUTION LIST

1. Press 75
2. Enter your distribution list number i.e., 1 or 2
3. Press # key twice
4. Press 5 to compose your message
5. Press # key to end
6. Press 2 to hear the message before sending (always recommended)
7. Press 79 to send message to list members