



**Voice Communications
Services
Users Guide**

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VOICE COMMUNICATIONS SERVICES OFFERED

TELEPHONE SERVICES

1. New telephone service acquisitions
2. Telephone service changes
3. Survey of telecommunications needs
Pre-Installation and Cost-effective evaluations
Estimates
Consultations (new telecommunication equipment/problems)
4. Processing/distribution of College telecommunication bills/long distance slips
Billing investigations
5. Cable Repair
6. Emergency/Security phone service
7. Pay phone service
8. Telephone techniques training
9. College directory publication and distribution
10. Verizon Directory listing compilation
11. Telephone credit cards
12. Pagers
13. Telephone lines for Fax machines and Modems
14. Telephone abuse Resolution

Voice Mail Services

15. Training
16. Activation
17. Consultation and Evaluation of Department's Needs
18. Trouble shooting

Descriptions of Telephone Services

1. Request for Telephone Changes/Additions/Disconnects

Requests for feature changes (remove or add) may be directed to the Telecommunications Coordinator via the Information Technology Help Desk, 240-567-7222.

Requests for new telephone service, changes/additions, and disconnects may be directed to the Coordinator via the IT Help Desk. If the request is complicated or if assistance is needed in determining exact telephone needs, consult with the Coordinator. Installation will be effective from 5 to 10 days from receipt of request.

2. Telephone Services Evaluations

The Telephone and Voice Mail Coordinators will, upon request, evaluate telecommunication resources and needs of the departments and attempt to resolve problems with creative use of equipment where possible.

3. Telephone Techniques Training

The Telephone and Voice Mail Coordinators offer training in the use of the Verizon/NEC Telephone and Centigram Voice Mail Systems. Training is provided on a one-to-one basis, departmentally and as requested.

4. Billing Investigations

The Coordinator upon request investigates long distance toll calls. Since Verizon and AT&T will only consider inquiries made within 90 days of the billing date, it is important not to delay requests. A request for an inquiry may be made via E-mail or note with the bill date, page number, and details of the call(s) in question.

5. Long Distance Phone Calls

It is College policy that long distance calls be made direct and through no other long distance carrier, even if you feel it would save money, dial direct. Long distance personal phone calls should be paid for by crediting the telephone account at the Cashier's Office.

6. Telephone Abuse Resolution

Contact the Telecommunications Coordinator on extension 73096 if the

department is experiencing telephone harassment or abuse.

7. College Telephone Directory

The College Telephone Directory is compiled and published each academic year. Copies are distributed via campus mail. Additional copies may be obtained from the campus mailrooms. Any corrections or additions are to be directed to the Coordinator.

8. Verizon Telephone Directories

Listings are compiled and forwarded annually to Verizon. Directories may be picked up outside the mailrooms on the Germantown, Takoma Park Campuses. In the Staff Lounge in the Mannakee Building and in the basement of the Humanities Building across from the mailroom on the Rockville Campus. Office of Information Technology Building in the mailroom.

9. Pager Requests

Call the IT Helpdesk **77222** to place a request and the Telecommunications Coordinator will send a form requesting the requestor's and supervisor's signatures.

10. Pay Phones

Pay phones are located in convenient locations on all campuses. They are equipped with hearing-aid compatible receivers and are situated in compliance with ADA rulings.

11. Emergency Phones

Emergency phones directly linked to Security Offices are strategically located on each campus and are situated in compliance with ADA rulings. Security routinely checks these to ensure they are all in working condition at all times.

12. TDD Telephones

Are located on each campus.

13. Fax Machines

Procurement and installation of FAX machines are the responsibilities of the user.

MONTGOMERY COLLEGE OPERATOR SERVICES

GERMANTOWN CAMPUS

(240) 567-7700, Dial “0” on campus - The operator, located in Room 157, Science and Applied Studies Building, is on duty from 8:00 a.m. to 4:00 p.m., Monday through Friday. All other time periods are covered by Security.

ROCKVILLE CAMPUS

(240) 567-5000, this is answered by the Response Center from 8 a.m. to 5:00 p.m. Monday through Friday. All other time periods are covered by Security.

TAKOMA PARK CAMPUS

(240) 567-1300, Dial “0” on campus - The operator, located in Room 212, Student Services, is on duty from 5:00 a.m. to 8:00 p.m., Monday through Thursday, and until 5:00 p.m. on Friday. All other time periods are covered by Security.

REPAIR PROCEDURES

1. Telephone Line/Equipment

Call 240-567-7222, give nature of problem, telephone number, room, building, access hours, and name of contact person. Prior to calling check to see if equipment is plugged in. Also determine if the equipment or the line is in need of repair by disconnecting the phone and plugging in a phone set (the same type) that is known to be working. If the problem still exists, call 240-567-7222 and state that the line needs repair. If the problem is eliminated, call 240-567-7222 and indicate that your telephone is defective and a new telephone is needed.

2. Cable breaks/major disruptions of service

Notify the IT Helpdesk 240-567-7222 with specifics.

3. Pagers

Notify the IT Helpdesk at 240-567-7222.

4. Missing Telephone Equipment

Notify the IT Helpdesk at 240-567-7222 and Security.

5. Public Pay Telephone

Call the IT Helpdesk at 240-567-7222, please give telephone number and location.

6. Voice Mail

Please call 240-567-7222.

TELEPHONE COSTS

1. Long Distance Calls

A record of all long distance calls should be made immediately after completion of calls. This record should be compared with the Telephone Company long distance slips to determine the accuracy of the bill and to help the department identify responsibility for all long distance calls.

2. Personal Long distance Calls

Personal long distance calls should be paid into the College's telephone account. This can be done at the cashier's office on all 3 campuses.

3. Collect Calls and Third Party

Collect and third party calls should not be accepted unless absolutely necessary for the operation of the department.

4. Directory Assistance

Directories should be used, when ever possible, instead of incurring a charge by calling local and long distance Information.

5. Telephone Moves and New Installations

Planning and consultation with the Coordinator prior to requesting moves and new installations can avoid unnecessary costs. Please remember to plan your telephone moves well in advance of the anticipated move.

TELEPHONE FRAUD PREVENTION

Long distance fraud is a reality that can cost companies thousands of dollars in long distance charges. All users should be aware of long distance thieves. A thief might call an organization, identify himself as “the telephone man” and ask for an outside line because he is testing the line. He might ask a user to dial 9 then 0. Under no circumstances should a user dial 9 for any caller. Do not return calls or pages to area code 809 (Puerto Rico) unless you know the person trying to reach you. This is a known fraud scam.

Reviewing monthly long distance telephone slips carefully to determine the validity of the charges is another way to prevent fraud. When calls listed cannot be attributed to a College user, contact the Telecommunications Coordinator for investigation.

Telephone credit card holders should be cautious in airports, train stations and other public places when using the card. The numbers on the card should be covered from view when placing calls.

**IF YOU SUSPECT TELEPHONE FRAUD OR MISUSE PLEASE
CONTACT THE TELECOMMUNICATIONS COORDINATOR.**

Becky Phillips, (240) 567-3096 or email
becky.phillips@montgomerycollege.edu

MONTGOMERY COLLEGE STANDARDS OF TELEPHONE SERVICE

The best interest of the College and its employees will be served only if the needs of our students and the community we serve are met in the most effective manner. For many of our customers the telephone will serve as the primary, and some instances, the only source of contact with those representing the College.

Therefore, it is of utmost importance that employees subscribe to the principle that effective telephone service is of utmost importance and they will do what is necessary to assure effective and responsive telephone communication.

To this end the College's Telephone Standards require that all employees:

- Recognize that person-to-person contact is the desirable and expected typical telephone approach. Use voice mail only when away from the office.
- Answer telephones promptly and courteously. Answer by the third ring.
- Provide greeting, proper identification, including own name (full or partial), department or function when answering the telephone. examples:
 - Good morning, Jason Smyth, Chemistry
 - Good afternoon, Information Technology, Janet speaking
 - Good afternoon, Jason Smyth's office, Bret speaking
- Ensure that any transferred calls are answered before disconnecting from the customer. When you need to transfer a call, tell caller you need to transfer them, where to and the phone number in case they get disconnected.
- Before placing a call on hold:
 - Seek permission to place call on hold.
 - Warn callers how long it will take.
 - Give explanations to callers on hold longer than expected.
- Receive and place your own phone calls whenever possible.
- Become fully trained on specific phone features.
- Utilize call forward and voice mail only when absent from work area.
- When answering phones for another who is unavailable, ask if the caller would like to leave a voice mail message. If not, take a verbal message.
- Handle customer calls in a thoughtful, considerate, patient and helpful manner.
- Message taking:
 - Use Important Message form (pink)

- Write down caller's name and phone number. With unusual names have it spelled out plus write it out phonetically.
- Never ask a caller to phone back. Get the appropriate person to call them.
- Provide for phone coverage while you are absent and return phone messages within the same day where possible and where not possible within twenty-four hours of returning to work.
- When away from the office for an extended period, indicate in your voice mail greeting that you will be out for an extended period.
- Voice mail receiving messages of individual offices should be clear and brief and must provide the caller with a method of reaching a person should immediate interaction be necessary (during normal working hours).
- Choices on automated attendant should be clear and limited in number and should include an option for talking with a person if further information is needed.
- Noncompliance with telephone standards will result in loss of voice mail privileges.
- Always remain calm and polite. If you are unable to cope with a difficult caller, transfer call to supervisor.
- Ensure that temporary employees and student aides receive telephone training if they will be answering phones.

Montgomery College
Office of Information Technology

Cortelco Hands Free Telephone (Single Line)

Definitions of Features:

Hearing-Aid Compatible – The handset on your Patriot telephone works with magnetically coupled hearing aids.

Pushbutton Dial – The pushbutton dial is used to dial numbers using either tone or pulse. Note: Montgomery College offers touch-tone dialing. Your phone should always be set for tone.

Data Port – Data Port is a connection, which is in parallel with the telephone line. This allows the connection of a device such as a modem.

Line Cord Jack – This is the connection for the line that goes from the phone to the wall.

Message Waiting Indicator – The Message Waiting Indicator will light when a message is waiting.

Memory Access – Two-Touch and Single-Touch locations are used to store and retrieve numbers for automatic dialing. Each location can store 15 digits, including numbers, flashes and pauses.

Tone/Pulse Switch – The TONE/PULSE switch is located on the back of your telephone, is used to set the type of dialing for your telephone. The ‘P’ position is for pulse dialing. The ‘T’ position is for tone dialing. Note: This should always be set for tone dialing.

Ringer Volume Control – The 3-position switch (located on the back of the telephone) is used to set the ringer volume control. Set control on the left side for high ring volume or toward the right for low or off.

Pause Button – Press the pause button to activate a delay in dialing.

Store Button – The **STORE Button** is used to store numbers in memory locations for automatic dialing. You can store a maximum of 10 one-touch numbers and 10 two-touch numbers, each with 15 digits maximum.

To Store a number:

- Lift the handset
- Press the **Store Button**
- Dial number (15 digits maximum)
- And press the desired memory location button
- Press the **Store Button** again

Place the handset on the hook of the Store Button to continue storing numbers. To store numbers in the 10 two-touch, depress shift and then the memory location.

Shift Button – The Shift button is used to access the 10 two touch memory locations.

Hands Free Button – The Hands free button is used to go off hook without lifting the handset.

Hands Free Volume Control – Use the Hands free Volume side control to change the Hands free receive volume level.

Redial Button – Your telephone will stores in memory the last number dialed. You can redial the last number dialed by lifting the handset and pressing the Redial button.

Flash Button – The Flash Button

Hold Button – To place a call on hold, press this button and return the handset to the cradle (the button light will be on). To retrieve the call, lift the handset.

Office of Information Technology

Programming Your Speed Dial Buttons on Your Cortelco Single Line Phone

Programming Speed Dial – 1 Touch Program

1. Lift the handset
2. Press **Store Button**
3. Dial Number, feature code or extension
4. Press the desired **Memory Location Button**
Example: recommend programming a voicemail button!
5. Press **Store Button** again and Hang up

Programming Speed Dial – 2 Touch Program

1. Lift the handset
2. Press **Store Button**
3. Press the **Shift Button**
4. Dial number, feature code or extension
5. Then press the **Shift Button**, Press the desired **Memory Location Button**
6. Press the **Store Button** and Hang up

Note: When programming a phone number outside of the College you will need to include "9" to access an outside line

MONGOMERY COLLEGE
Office of Information Technology
Multi-line Phones

The following are the features that are available to you for the multi-line phones. Single line phones can access the same features on their phones using access codes.

FWD/All – This forwards all calls immediately (the phone does not ring) to a designated number. In most cases this would be voice mail. You could use this anytime you did not want the caller to have to wait for a number of rings before forwarding.

FWD/Busy - This forwards all calls on a busy to a designated number. In most cases this would be voice mail.

FWD/NA - This forwards all calls on a no answer to a designated number. In most cases this would be voice mail.

Sav/Rep - This saves the number of the call in progress. You can use it when a line is busy, ringing, on hold or during conversation with the press of this button it will re-dial your last number dialed.

Call Park - This feature allows a caller to be put on hold and retrieved from any telephone by dialing a code and the extension that placed the call on hold.

Hunt Groups (Rollover Lines) - A series of telephone lines organized in such a way that if the first line is busy the next line is hunted and so on until a free line is found.

Call Pick-up Groups - A group of telephone lines programmed so that any extension can pick up another line ringing in that group.

MONTGOMERY COLLEGE

Office of Information Technology

Programming Your Speed Dial Buttons on Your NEC Multi-Line Phone

To Program:

- 1) Press the Feature button (light on feature button will be red).
- 2) Press the desired speed dial button for programming.
Note: Remember to label your speed dial button, always use pencil.
- 3) Enter the desired telephone number or extension. You may also Program telephone system features instead of telephone numbers.
- 4) Press the feature button again to complete programming. On your Display it will show SPD SET (*speed dial set*).

Note: When programming a phone number outside of the College you will need to include "9" to access an outside line

To Use Your Speed Dial Buttons:

- 1) Lift the handset
- 2) Press the desired speed dial button, stored number is automatically dialed.

Conference Calls Multi-line Phone

This type of conference calling is done between your and 2 other parties, one internal number and one outside number.

- 1) Lift handset or press the **speaker button**.
- 2) Dial the first extension or telephone number.
- 3) While call is in progress, ask party to hold, press the **Transfer** button
- 4) Dial second extension or telephone number
- 5) After second party answers, press the **Conf** button to join all parties.

Conference Calls **Single Line Phone**

This type of conference calling is done between your and 2 other parties, one internal number and one outside number.

- 1) Lift handset or press the speaker button.
- 2) Dial the first extension or telephone number. While call is in progress, ask party to hold.
- 3) Press the **Flash** Button (you will hear a stuttered dial tone)
- 4) Dial second extension number or 9 then the telephone number
- 3) After second party answers, press the **Flash** Button to join all parties together.

MONTGOMERY COLLEGE

CONFERENCE BRIDGE

The College has several 8 party bridges available. The use of the bridges must be scheduled and this can be done by calling the IT Helpdesk.

Please contact Help Desk X77222 to schedule your call.

MONTGOMERY COLLEGE **MESSAGING ETIQUETTE TIPS**

NAMES AND GREETINGS

CHANGE your greeting at least once a week. You may want to consider changing it daily if your schedule changes frequently or you get a high volume of calls. Changing your greeting frequently will help to set the expectations of external callers as to when they can expect a return phone call. And it will let callers know that you do check your messages frequently.

LISTEN to your recorded greeting before you save it to make sure it is clear and has the voice tone that you want to convey.

CREATE QUALITY RECORDINGS - Use the telephone handset instead of the speakerphone.

FORWARD your phone to the voice mail system at night, after hours, and on the weekend. External callers then will be immediately forwarded to voice mail where they will hear your personal greeting, rather than having to wait while the phone rings four times before being transferred to voice mail.

MESSAGE CONTENT

KEEP IT SHORT AND SIMPLE. Only cover one subject per voice message. If you go on too long, you are in danger of having someone delete your message before they get to the important part. A suggested structure is as follows:

1. Indicate to whom the message is being sent (especially if it's to distribution list or number of addresses).
2. Tell the recipients what the message is regarding.
3. Provide the information.
4. Indicate what action is required and by when.

URGENT MESSAGES

NEVER send **URGENT** messages unless the situation is truly urgent.

VOICE MAIL VS. E-MAIL

CHOOSE THE RIGHT MEDIUM for your message. Consider the following guidelines:

VOICE MAIL - Your message is short and simple, requires fast response, and/or it's helpful to convey a certain tone (i.e., concern, excitement, etc.).

E-MAIL - Your message has more than one subject, complicated instructions, attachments, or you need to document a trail of communication for your record keeping. Also, use E-MAIL if you do not need an immediate response.

MESSAGE RETRIEVAL AND ACTION

In order for voice MESSAGING to be effective, you must pick up your messages frequently and act on them promptly. Here are some guidelines for message RETRIEVAL and ACTION.

CHECK FREQUENTLY FOR MESSAGES

Check messages at least as frequently as your message implies. Experienced voice mail users generally check at least three times a day and at least once on the weekend. Check for messages every time you come back into the office.

ACT ON EACH MESSAGE IMMEDIATELY

Prompt response to incoming messages is key to the success of VOICE MESSAGING. Follow the "in basket" rule with your voice messages. Reply to the message, forward it to someone else for action, or delete it. If you need to spend more time on the item, at least let the sender know your action plan.

ADDING YOUR OWN COMMENTS

Sometimes you will want to forward a message to another person for his or her information for action. Always add your comments. Tell the person when the message was originally sent and why you are forwarding.

GREETINGS THAT WORK

General and Personal College greetings should be informative, brief and as current as possible. Update your greeting whenever you are away from your phone for a prolonged period of time such as during meetings, appointments, travel and vacations.

Your greeting represents you to your caller. Here are some guidelines for effective greetings:

- Follow the College guidelines for your greeting.
- Assure callers that you will respond to their messages.
- State when you will pick up and return messages. If there will be a delay in responding to messages, say so. Make sure you respond to messages when you say you will.
- Tell the callers how to reach a *live person*.

SAMPLE GREETINGS

DAILY GREETING

You have reached.....[*name*],.....[*job title*],[*unit*], [Montgomery College],.....[*campus location*]. I am not available at this time. Please leave your name and number and I will return your call as soon as possible, or if you would like to speak with someone directly, dial #____ now.

Sample greeting:

You have reached the voice mail of Kay Gustafson, Instructional Assistant, Math department, Montgomery College, Rockville. Please leave a message and I will return your call as soon as possible. Or, if you would like to speak with someone directly, dial # 73322 now.

OUT OF THE OFFICE GREETING

You have reached.....[*name*],.....[*job title*],[*unit*], [Montgomery College],.....[*campus location*]. Today is Wednesday, January 8th and I will not be in the office today. Please leave your name and number and I will return your call Thursday January 9th, or if you would like to speak with someone directly, dial #____ now.

Sample greeting:

You have reached the voice mail of Kay Gustafson, Instructional Assistant, Math department, Montgomery College, Rockville. Today, Wednesday, January 8th, I will

not be in the office. Please leave a message and I will return your Thursday January 9th. Or, if you would like to speak with someone, dial # 73322 now.

GREETING WITH REFERENCE TO ASSISTANCE

You have reached the voice mail of Bill Smith, in the Office of Information Technology, Montgomery College, Rockville. I am in training all day today. If you have an immediate concern or an emergency, please dial #73635 to reach Sharon Jones now. To leave a message for me, please do so at the tone, and I will return your call tomorrow morning .

DISTRIBUTION LISTS

Group messaging is a powerful feature that enhances team performance by allowing you to send information quickly to many individuals at the same time. Follow these guidelines when using the distribution list feature:

- Use the distribution list only for messages that are of value to the group as a whole.
- Otherwise, send messages directly to individuals.
- State that the message is a group message.
- If it is important the recipients know who else is receiving the message, state that information at the beginning of your message. Otherwise name the recipients at the end of the message, or simply summarize the list.

BROADCAST MESSAGES

Broadcast messages for the College community can be done through the voice mail system coordinator. This feature is used only in emergency situations.

SECURITY

Unauthorized entry into your mailbox affects everyone. A “hacker” can waste system storage space and annoy other subscribers by sending “junk” mail. Your callers are no longer assured that the message they leave is private. Do your part to prevent unauthorized entry by doing the following:

- Make sure you change the passcode; do not use the default passcode.

- Avoid simple or “logical” passcodes such as “1234” or your name spelled numerically, etc. Choose a passcode that is less obvious.
- Change your passcode frequently.
- Do not allow anyone else to access or use your mailbox.

If you need to provide someone outside the College with messaging capabilities, **DO NOT PROVIDE YOUR MAILBOX AND PASSCODE.** Instead, ask your system administrator to create a guest mailbox for that person.

FORWARDING MULTI-LINE PHONES TO VOICE MAIL

Your **FWD/BSY** ● and **FWD/NA** ● buttons on your phone should always be lit red. If they are not, you will not receive voice mail.

If they are not, please do the following instructions:

Pick up the phone and get a dial tone

Press the **FWD/BSY** or **FWD/NA** button (you will hear a stuttered tone)

Dial 71701 and you will hear a confirmation tone.

Hang up. The button should now be lit red! ●

Keep these instructions for future reference

If you should need additional assistance, please call

IT Helpdesk @ 240-567-7222

***FORWARDING SINGLE LINE PHONES
TO VOICE MAIL***

Pick up the phone and get a dial tone

Press * 3 (you will hear a stutter tone) **dial 71701** (you will hear a confirmation tone). This forwards your phone to voice mail on a busy. To **cancel press # 3**.

Pick up the phone and get a dial tone

Press * 4 (you will hear a stutter tone) **dial 71701** (you will hear a confirmation tone). This forwards your phone to voice mail on a no answer. To **cancel press # 4**.

Montgomery College's
Telephone and Voice Mail Tips



TIPS and HINTS:

Single Line Telephone:

- If your phone does not ring, check the slide bar on right side of the phone, and be sure it is in the second (middle) or third (farthest) position. If it is in the first (nearest) position your phone will not ring and you need to set it to one of the other two settings.
- If you can't dial special characters like # and *, check the side of Your phone and be sure that at the top the position selected is '**T**' *not "P"*.
- If you don't have a dial tone, try using your hands-free button. If after doing this you have dial tone then adjust the plastic clip under where you hang up your phone by pushing it all the way in to the phone.
- If you find that your Voice Mail is not picking up when you are talking on the phone with someone (giving a busy signal), then pick up the phone and get a dial tone, **dial * 3 and 71701** (you will hear a confirmation tone) and hang up. For Voice Mail to pick up when you are away from your desk or unable to answer the phone, pick up the phone and get a dial tone, **dial * 4 and 71701** (you will hear a confirmation tone) and hang up. These 2 steps will forward your calls to Voice Mail when you are either away from your desk or on the phone.

Multi-line telephones:

- If your phone does not ring, **press the DND** (Do Not Disturb)(soft) key in the display area. If it displays **DND CANCEL**, your phone will now ring. Also check your Forward All Calls button to see if the light is on, indicating your phone will not ring. If Forward All is lit, then pick up your handset, press the Forward All button once, the light will go off and your phone will ring.
- If your calls are not forwarding to Voice Mail, check to make sure your **FWD/BSY** and **FWD/NA** buttons are light. If not, pick up the phone to get a dial tone, press your **FWD** button (you will hear a stutter tone) and **dial 71701** (this will forward your calls to voice mail). You will then hear a confirmation

tone and you may hang up. These 2 lights should always be on for you to receive Voice Mail.

- If you can hear the other party but they can't hear you and you are on the speakerphone, **press the Feature button**, then **1**, then **Feature again** (the light above MIC will light red).
- When you are dialing a number outside the College, if you receive a fast busy signal, the number you are dialing may be long-distance and you may need to hang up, dial 1, the area code and the number. When dialing a long-distance number, if the call doesn't go through, you should be getting a message indicating the call you are dialing is outside of the calling area. If you get the fast busy signal instead, please report it to the **Help Desk at 240-567-7222**, so that the problem can be corrected.

Voice Mail:

- This is a new Voice Mail system. You cannot use your old passcode. You must **dial 71701** and use the default passcode of **"2222"** and the system will take you through the tutorial. Once in the tutorial you will be able to change your passcode.
- After you have listened to your messages you may **press the # key** to transfer out of Voice Mail to another extension.
- If you are leaving a message with someone within the college and would like to review the message prior to sending it, **press the 1 key** when finished recording and **press the 7 key** to listen or **the 3 key** to delete and re-record.
- If you want to bypass someone's voice mail message, **press the number "1"** key after his or her greeting begins.
- When recording your greeting for your Voice Mail and you instruct your callers to dial another extension, you must tell them to **dial # and the extension**. They do not have to hang up to reach another extension within the College.

- To transfer out of voice mail – after you have listened to your messages if you ***press the # key***, the system then will prompt you to enter an extension. This will transfer you out of the voice mail system and allow you to call an extension without having to hang up and redial.
- To transfer a call to someone's voice mailbox:

Single line phone – ***press the flash*** button ***dial 71701***, when the voice mail system answers, enter the person's extension your caller would like to leave a message for. Hang up.

Multi-Line – ***press the transfer*** button ***dial 71701***, when the voice mail system answers, enter the person's extension your caller would like to leave a message for. Hang up.