Telephone & Voicemail Tips

IT Services @
Hobart and William Smith Colleges
MESSAGES *(Find more information on page 20 of the user manual.)*

- If you see the *Message* light, pick up the handset and press the *Message* key.
- This connects you to the *Message Center*.
- Enter your mailbox number (normally your extension) and press the # key.
- Enter your password and press the # key to retrieve your message(s).

FORWARDING CALLS *(Find more information on page 16 of the user manual.)*

- Press the *Forward* key and dial the extension to which you want to forward your calls, then press the *Done* key.
- Press the *CheckFW* key to display the number to which your calls are forwarded, then press the *CancelFW* key to cancel forwarding.

TRANSFERRING CALLS *(Find more information on page 13 of the user manual.)*

- Press the *Transfer* key to put the caller on hold.
- Dial the number of the intended recipient and announce the call.
- Press the *Connect* key to complete the transfer or press the *Swap* key to switch between callers.

CONFERENCE CALLS *(Find more information on page 18 of the user manual.)*

- Press the *Conference* key while on a call.
- The other party is placed on hold while you receive a dial tone.
- Dial another number. You can then switch between callers using the *Swap* key or press the *Connect* key to complete the conference.
- If there is no answer, press the *Line* key to return to the original caller.
- You can conference up to six people.

CALL PICKUP *(Find more information on page 17 of the user manual.)*

- Used in offices where phones are grouped.
- Lift the handset and press the *Call Pickup* key to answer any ringing phone within your group.
Voicemail System Tips

GENERAL INFORMATION
• To access the Voicemail System dial 3113 on campus, 781-3113 for local off-campus calls or 315-781-3113 if you are calling long distance.
• If you have a message button on your phone you can lift your handset and press the message button to enter the system.
• Your mailbox number is the last four digits of your phone number and the default password is 3200.
• When you log in and enter your mailbox number, press the # key then enter your password again followed by the # key.
• Note: The first time you log in you will be asked to change your password. Please follow the instructions.

COMMON VOICEMAIL FUNCTIONS
84 Change your password
821 External greeting for off-campus callers
822 On-campus callers
823 Temporary greeting
829 Personal Verification. If you don't want your phone number used when you leave a message, you can record your name and department at this prompt.
• All recordings start when you press 5 and end when you press the # key.
• To play back press 2, to delete press 76.
• To re-record press 5.

• When listening to your messages (after you have logged into the system)
  • Press 2 to play a message.
  • Press 1 to skip backwards.
  • Press 3 to go forward.
  • Press # to pause.
  • Press 2 to continue.
  • Press 6 to go to the next message.
  • Press 4 to go to the previous message.
  • If you want to hear a specific message, press 86, the message number and # key.
  • To delete a message, press 76 while playing the message.
  • If you have deleted a message in error, pressing 76 during the same session will restore the deleted message.

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Voicemail System Tips continued

FORWARDING A MESSAGE
• After hearing the message, press 73 to forward.
• Enter the mailbox number (phone number) to which you want to forward the message and press #.
• Repeat this step for any other mailbox and then press # again.
• To record an introduction press 5, wait for the tone, then speak.
• End the recording by pressing the # key. To send the message press 79.
• To send a message without a recording press 73, phone number, #, #, 79.

EXPRESS MESSAGING
• Dial 3112 and enter the extension number of the person you want to contact then press the # key.
• You will hear that person’s Personal Verification.
• Wait for the tone and leave a message.
• From off campus dial 781-3112 or 315-781-3112.

If you have questions please call the Helpdesk at 315-781-4357 (or dial HELP on campus).