

## Phone Basics.

Everyone on this campus has a phone number. Some possibly unfamiliar terms used in this document include:

**Line:** the actual phone number that connects to the main telephone switch

**Group;** a phone number that contains lines.

**E.G.:** My phone (line) is 509, Ron's number (line) is 565 and Melanie's number (line) is 561. The CTD/support number is 381. phones 509, 565 and 561 are members of the 381 group number. So, you want to reach support, call 381 and it will ring on all three phones.

## How Do I Forward My Phone?

### Forwarding your phone or group number.

The First thing to figure out is whether or not you want to forward a line or a group number. On display phones, the line number is displayed. If you don't have a display phone, ask me, or call the front desk (dial 0) ask what number you're calling from.

### Ways to forward a line.

Forward all calls immediately: #41 "destination"

**E.G.:** to direct my phone line (509) to the tech group number, I'd go to my phone and dial #41 381. To stop it, I'd go to my phone and dial #41 #0

Forward line calls after a delay (like voice mail): #42 "destination"

**E.G.:** I may be in the server room (phone line 575) or my office and I've a got a really important call to handle and I'm here by myself and they'll be calling in on 509. I'd go to my phone, 509, and press #42 575. This can get tricky. Most phones are programmed to go to voice mail after a delay. So, to stop the current forwarding and go back to voice mail after a delay. I'd press #42 6509 (all the mail boxes can be reached by dialing 6"mailbox number")

**Side note:** mailboxes do not always follow line numbers. **E.G.:** Tech group 381 goes to mailbox 509 after a delay.

### Ways to forward a group number;

All calls immediately: #68 "group number" "destination" or #68 "group number" #0 to stop forwarding.

**E.G.:** Say I wanted to forward the tech group support number 381 to food service (280 group) cause the yearly party is happening the might be problems. I'd go a phone that is a member of the 381 group (509, 565 or 561) and dial #68 381 280

**Side note:** during this time 509, 565 and 561 would ring like normal. To stop it, I'd go to a phone in the 381 group and dial #68 381 #0

Forward group calls after a delay: #69 "group" "destination" or #69 "group" #0 to stop forwarding.

See notes above for details.

### **What Destinations Are Available?**

**Destinations for forwarding:** Lines, groups and voice mailboxes.

Lines and groups are easy they are just the 3 digit extensions you think they are.

Voice mailboxes to forward to a voicemail box, add a 6 before the mailbox number.

**E.G.:** *IF I did not have a FWD. VM button on my phone. I could dial #41 6509 then all calls to 509 would go to mailbox 509. To stop it, I'd dial #41 #0.*

### **How Do I Pickup Someone Else's Ringing Phone?**

The basic way to pick up a ringing phone is to dial: #80 'line number'

**E.G.:** *I'm sitting in my office (509) and I hear Ron's line (565) ring. I can pick up the my hand set and dial #80 565*

Also note: there are 'Pickup Groups" defined;

**E.G.:** *all 10 phones in WCCE (DCE) are in a pickup group. From there any phone in the group can dial #81 and pickup any ringing phone in the office.*

*Most of the time a button is programmed with "#81" and labeled it 'Group PU'.*

*See below for programming your own buttons.*

**Side note:** *A phone (line) can only belong to 1 pickup group.*

### **How Do I Change The Volume?**

I'll use two volumes here, the ringing volume and the in call volume. You can change the in call volume at any time adjusting the rocker switch on the face of the phone. To change the ringing volume, the phone must be ringing while adjusting it.

**E.G.:** *to change the volume of the way my phone rings, I have to call out to Ron and ask 'Can you call me at 509 so I can adjust the volume on my phone?' Ron says no, so then I have to ask Melanie the same, She says yes and calls 509. Before I answer the call I can use the rocker switch to adjust the volume of the ringing.*

### **How Do I Program One Of The Spare Buttons On The Phone To Call Home?**

**Buttons that should not programmed;**

Bottom 4 on the left of the keypad. (HOLD, SPKR, XFER/CONF and MIC. MUTE)

Bottom 2 on the right of the keypad. (the lines for the phone)

Top 2 on the left of the keypad. (Voice mail and forward to Voice mail)

I may have programmed other buttons on the phone that should not be used either.

Call/email if you have a question about a button.

#39 "button to use" "number to dial" "spkr button'

**E.G.:** *I need to call Dr. Wexler at home often so I'm going to program a button for that. Dr. Wexler's home number is 310-555-1212*

*So, I go to my phone and pick out the unused button I'm going to use, then dial #39*

*"button to use" "dial out code then number with 1 + area code" then speaker. #39 "top right button" 9 13105551212 and press "spkr" button*

### **How Do I Make A 3 Way Call?**

You should have two buttons on the lower right of the phone labeled "loop-1" and "loop-2" Press loop-1 or just pick up the hand set and dial the first person/number. When they answer, put them on hold and press loop-2 and dial the second party, when you get them on the phone, press XFER/CONF, LOOP-1, XFER/CONF. You should all be talking now.

***E.G.:** I need to get my two other people on the phone. There is a limit of 3 points on the system. My phone and two others. So, I pick up the hand set, and loop-1 automatically lights up and I dial 91310551212 to get the first person on the phone, then I press HOLD, then LOOP-2 and dial 918185551212 to get the second person on the phone, then press XFER, LOOP-1, XFER. All 3 of us are talking now.*

### **How Do I Turn Off That Damn Red Blinking Light?**

#75 #0

### **How Do Transfer To A Mailbox?**

XFER 6+mailbox number.

***E.G.:** I want to transfer the latest market research person to Ron's mailbox, XFER 6565*

### **How Do I Get Voice Mail?**

Press the VM button (or 899 on the keypad) wait until you hear a voice then press 9 + mailbox number.

A warm friendly voice will ask for your passcode. The system default is 15600.

***E.G.:** To get my messages I dial 899 or the VM button (wait until I hear a voice) then 9509 (wait for the prompt) and put in my passcode 15600.*

*899 9509 15600*

### **How Do I Change My Greeting, Name And Passcode?**

#### **How do I change my greeting?**

899 "9+mailbox number" "passcode" let the messages play all the way thru. Press 7 then 4 then 6 follow the voice prompts. (you will have to press 1 at the end of recording to accept the new greeting)

#### **How do I change my passcode?**

899 "9+mailbox number" "passcode" let the messages play all the way thru. Press 4 then 4 to change the code

#### **How do I change my name?**

899 "9+mailbox number" "passcode" let the messages play all the way thru. Press 4 then 5 to change the code

### **How Do I Get Voice Mail From Home?**

Dial the main number 1 310- 476-9777. Wait for a voice then dial "9+mailbox number" and it's just like getting message from on campus.

### **What Are My Options While Listening To Voice Mail?**

#### **Full list of options while listening to a message?**

- 0 – Takes to messages menu
- 3 - takes to messages menu
- 5 – Adjust the volume First time, adjusts down. Second time lower. Third time normal.
- 7 – Rewind about 2 seconds. Press 777 for 6 seconds backward.
- 8 – Pause
- 9 – Forward about 2 seconds. Press 999 for 6 seconds forward.
- "\*" – skip the message
- # - Rewind

#### **Combinations**

- 35 Skip this message
- 36 delete this message
- 37 save message in archive
- 38 time stamp
- 3# restart this message from the beginning.

If you called someone and get their voice mail but don't want to listen all the way thru to leave message, press "\*"

### **What Happens If I Forget My Passcode?**

Please call Campus Technology at ext. 381.