

## Voicemail Information

### SETTING UP YOUR NEW MAILBOX- FROM YOUR

**PHONE:** Press the MESSAGE button OR Dial **x6953**.

**Enter the default password 1234.** Follow the tutorial instructions.

**NOTE: If your MESSAGE button is not working, you may need to program, follow these instructions:**

Press **FEATURE + MESSAGE + 6953 + FEATURE**.

### ACCESS VOICEMAIL – LOG IN - FROM YOUR PHONE:

- Press the MESSAGE button OR Dial **x6953**.
- The system will prompt you for your security code.

**NOTE:** This step applies if you are the only user at your phone/station.

### ACCESS VOICEMAIL BOX – LOG IN - FROM ANOTHER PHONE (WITHIN YOUR NETWORK):

- Lift handset, dial **x6953**. Wait for the voice mail system to answer
- Press **# + 9 + four digit 'voicemail box number'**.
- The system will prompt you for your security code.

### ACCESS VOICEMAIL BOX - FROM REMOTE ACCESS (OUTSIDE THE NETWORK):

- Dial **954 201-6953**. Wait for the voice mail system to answer.
- Press **9 + four digit 'voicemail box number'**.
- The system will prompt you for your security code.

**NOTE:** When accessing voicemail you are not prompted through the above steps.

### MESSAGE WAITING LIGHT:

Located in the upper right corner of the *D-term* telephone. Will light RED when you have a new Voicemail message.

**REMEMBER, WHILE LISTENING TO THE PROMPTS, PRESS 1 FOR YES AND 2 FOR NO.**

### LISTENING TO MESSAGES:

**While listening to your messages** you may utilize the following options:

- 35** – NEXT message
- 36** – DELETE Message
- 37** – SAVE message
- 38** – Hear Time Stamp
- 39** – REDIRECT message
- 4** – SLOW down playback speed
- 5** – Change playback volume
- 6** – FASTER playback speed
- 7** – Rewinds the message 3 seconds
- 8** – Pauses the message (to restart, press 8 again)
- 9** – Fast-forwards the message 3 seconds
- #** – REPEAT message
- \*** – SAVE message as new

## Voicemail Information (continued)

### SEND A MESSAGE:

**LOG IN to your VoiceMail Box**

Press 5 – Address and record the message. Press \* to send.

Then you may choose from:

- 1** – Special Delivery options
- 2** – Listen to message
- \*** – Send message

### QUICK HINTS:

After Logging into your mailbox, the following menu can be used:

- 4** – Hear NEW messages
- 5** – LEAVE a message
- 6** – Review OLD messages
- 7** – Change SET-UP Options (ex. personal greeting, password, groups etc.)

\* Takes you back to the main menu

# Takes you to the previous menu

### GENERAL VOICEMAIL NOTES:

1. When you record a message, press # when finished recording.
2. To skip a voicemail greeting when leaving a message, press \* during the greeting.
3. To leave a message for another voicemail user without ringing their phone, simply access your voicemail box. Listen to any new messages, and then follow the prompts to 'Leave a message'.
4. To transfer a call directly into a voicemail box, Press TRANSFER, dial x6953, when voicemail answers enter the mailbox number followed by \* and hang up.

# DTERM SERIES i TELEPHONE USER GUIDE

## Broward Community College



## Telephone Basics

### PRIME LINE:

The Prime Line on the  $D_{-term}$  is the extension number of the telephone. When you lift the handset, the Prime Line will light up **GREEN**. In addition, on display telephones the extension number will appear in the display.

### RINGER TONE:

Controls the ringing tone on the  $D_{-term}$  telephone.

- **FEATURE** + 3 changes the ringer tone.

### RECALL:

This feature is used to **RECALL** dial tone on your  $D_{-term}$  telephone (place a new call).

### SPEAKER

The **SPEAKER** button allows for hands free conversation.

### MIC LAMP:

Located in the **MIC** button of the  $D_{-term}$ . This displays the status of the built-in microphone used for hands free operation.

- Pressing the **MIC** button turns the MIC lamp ON/OFF.

### VOLUME CONTROL:

Located on the bottom right of the  $D_{-term}$ , the Volume Control will allow you to do the following:

- Change the contrast of the LCD Display while the  $D_{-term}$  is idle.
- Change the ringer volume on the  $D_{-term}$  only while the  $D_{-term}$  is ringing.
- Control the volume of the Speaker / Receiver during conversation.

### SOFT KEYS: .DISPLAY PHONE ONLY

The triangle shaped buttons ( $\Delta$ ) located directly below the LCD display. They control various telephone features.

### TO PLACE AN INTERNAL TELEPHONE CALL:

- Lift handset or press **SPEAKER** to receive dial tone.
- Dial the 4-digit extension number.

### TO PLACE A LOCAL TELEPHONE CALL:

- Lift handset or press **SPEAKER** to receive dial tone.
- Dial **9** for outside line access, and then dial the telephone number. **No authorization code required**

### TO PLACE LONG DISTANCE TELEPHONE CALL:

- Lift handset or press **SPEAKER** to receive dial tone.
- Dial "**9**" plus the 10 digit telephone number, you will receive dialtone, you must now enter your authorization code.

### VOICE CALL

- Dial extension number
- When ringing starts, press **VOICE**
- Speak to user on other end

To place VOICECALL from a single line: Dial the extension followed by \*4

## Telephone Features

### CONFERENCE CALL:

- While a call is in progress, press the **TRANSFER** button. You will hear stutter dial tone.
- Dial the desired number. Remember to first dial **9** if it is an outside number.
- After call is answered, press **CONF** and all three parties will be connected.

To conference from a single line phone, with first call on the line, press hookswitch followed by the second parties phone number (internal or external). When they answer, press the hookswitch again.

### HOLD:

Press the **HOLD** button once to place the caller on hold. Press the appropriate (flashing) line key to return to the caller.

To place call on hold from a single line phone press Hookswitch \*7.

To retrieve held call press the hookswitch.

### EXCLUSIVE HOLD:

Press the **HOLD** button twice to place the caller on Exclusive Hold. Only the station that set the Exclusive Hold can retrieve the call. To retrieve call, press the appropriate (flashing) key.

ONE-TOUCH AUTO DIAL: This feature will allow you to program your **ONE-TOUCH** buttons for internal or external telephone numbers.

#### TO SET:

- Press **FEATURE** button.
- Press desired **ONE-TOUCH** button.
- Dial the number and press **FEATURE** again. For outside numbers, include a **9** for outside line access.

#### TO VERIFY:

- Press **FEATURE** button.
- Press desired **ONE-TOUCH** button.
- Display indicates digits programmed.

#### TO USE:

- Press programmed **ONE-TOUCH** button to make a call.

**NOTE:** Please be aware that your Authorization code should not be programmed on a one touch key if you wish to keep it private.

### LAST NUMBER REDIAL:

Press the **REDIAL** button, then \* (star).

#### Phone tip:

- Press the **REDIAL** button – your display will show the last number called.
- Continue to press the **REDIAL** button. This will scroll through the last **5** numbers called.
- When you reach the number you want, press the \* (star) key to dial.

To use REDIAL from a single line phone press \*\*

## Telephone Features (continued)

### CALLBACK BUSY EXTENSION (INTERNAL):

- Dial extension number, receive busy signal, press **CALL BACK**. Hear tone, hang up.
- When called party has completed their call, your phone will ring. Lift handset and the called party will be redialed.

To activate CALLBACK from single line, press \*5.

To cancel CALLBACK press #5

### TRANSFER:

- With call in progress, press **TRANSFER** button. You will hear a stutter dial tone.
- Dial the extension number and wait for answer.
- **Announce call**, then hang up to complete the transfer.

**NOTE 1:** If you need to retrieve the call, press the **TRANSFER** button again & you will have the original caller back.

**NOTE 2:** To retrieve a transferred call when the voicemail system has answered, press \*\*\* to cancel transfer and retrieve the call.

To transfer from a single line phone press hookswitch, dial the extension and hang up.

FORWARD ALL: Allows you to send all PRIME LINE calls to a specific extension.

#### TO SET:

- Press **SPEAKER** button or lift handset.
- Press **FDA** button. You will hear stutter dial tone.
- Dial the desired 'destination extension number.'
- You will receive confirmation tone and your **FDA** button flash.

#### TO CANCEL:

- Press **SPEAKER** button.
- Press **FDA**. You will receive confirmation tone.

To forward all calls from a single line phone, lift handset, press \*2 and enter the destination extension.

To cancel forwarding, press #2

CALL PICKUP: Answers any ringing ext in your group

- Hear ringing extension in group
- Get dial tone, press **PICKUP** or \*7
- Caller is automatically on line

DIRECTED CALL PICKUP: Answers a specific ringing extension anywhere

- Hear ringing extension
- Get dial tone, Dial **#7** plus ringing ext.
- Caller automatically on line