

## **VOICEMAIL**

*IF VOICE MAIL DOES NOT PICK UP ON NO ANSWER:*

(forwarding extension to VM on no answer)

Lift your handset and press \*1 + 6953

*IF VOICEMAIL DOES NOT PICK UP WHEN YOU ARE ON THE TELEPHONE:*

(forwarding extension to VM on busy)

Lift your handset and press \*3 + 6953

*IF YOU WOULD LIKE TO FORWARD YOUR EXTENSION TO YOUR CELL PHONE:*

Lift your handset and press \*2 + 9+ area code + cell phone number. To cancel, lift handset and press #2.

*IF YOU WOULD LIKE TO CHANGE YOUR GREETING:*

Log into the voice mail system, press 7 (set up), 4 (greeting), 6 (edit standard greeting) or 5 (switch greeting). Follow the system prompts.

*IF YOU WOULD LIKE TO CHANGE YOUR NAME ANNOUNCEMENT:*

Log into the voice mail system, press 7 (set up), 7 (personal options), and 5 (recorded name). Follow the system prompts.

*IF YOU WOULD LIKE TO CHANGE YOUR SECURITY CODE:*

Log into the voice mail system, 7 (set up), 7 (personal options), and 4 (security code). Follow the system prompts.

*IF YOU WOULD LIKE TO ACCESS YOUR VOICE MAIL OFF CAMPUS:*

Dial 954 201-6953 to log into the voice mail system. As soon as the system answers, press the # key, 9, and enter your extension. Follow the system prompts.

*IF YOU WOULD LIKE TO ACCESS YOUR VOICE MAIL FROM ANOTHER EXTENSION:*

Dial 6953 to log into the voice mail system. As soon as the system answers, press the # key, 9, and enter your extension. Follow the system prompts.

*IF YOUR PHONE IS REQUESTING LOG IN:*

Enter your extension. Press the button underneath SET. Enter 12345 at the password prompt. Press the button underneath OK.

## **VOICE MAIL QUICK TIPS:**

### WHILE LISTENING TO A MESSAGE

*\*to answer the prompts, press 1 for yes and 2 for no\**

- |                      |                            |
|----------------------|----------------------------|
| 34 - Reply           | 4 - Slow playback speed    |
| 35 - Next Message    | 5 - Change playback volume |
| 36 - Delete Message  | 6 - Speed up playback      |
| 37 - Save Message    | 7 - Rewind 3 seconds       |
| 38 - Time of Message | 8 - Pause/Resume           |
| 39 - Forward Message | 9 - Fast forward 3 seconds |
|                      | # - Repeat                 |
|                      | * - Save as NEW message    |

## **GENERAL VOICE MAIL NOTES**

To skip a greeting when you have reached another user's voice mail,

- press \*

To leave a message for another voice mail user without ringing their phone,

- log into your voice mail box
- press 5
- address and record the message
- press \* to send

To transfer a call directly into voice mail for another user,

- press Transfer
- dial 6953
- when voice mail answers, enter the extension + \*
- hang up

\* - to return to main menu

# - to return to previous menu

\*\*\* - to quickly exit mailbox

1 - for yes

2 - for no

## CONFERENCE CALLING

**\*\*Local & Internal conference calls are for calls between 3 participants\*\***

*Local Conference:* With caller on the line, depress the "TRF" button. Dial 9 + Area Code + 7 digit local number and when the 2nd party answers, depress the "CNF" button to join parties together.

*Internal Conference:* With caller on the line depress the "TRF" button. Dial the 4 digit extension number on any campus and when the 2nd party answers, depress the "CNF" button to join parties together.

*Long Distance Conference:*

With caller on the line depress the "TRF" button. Dial 9 + 1 + area code + 7 digit telephone number to conference with. When the 2<sup>nd</sup> party answers depress "CNF" and join all parties together.

*Group Conference:* For a conference call with more than 3 participants, a Helpdesk request must be submitted. Be sure to include the number of participants, the date of call, start and approximate end time of the call, and the requestors email address. A confirmation email will be sent to the requestor from the conference bridge with the details of the call to confirm scheduling. Conference calls are accessed by dialing x7710 internally or (954) 201-7710 externally and entering the assigned code, when prompted.

*From the Cortelco or Single Line:*

With caller on the line, depress the "Flash" button. Dial 2<sup>nd</sup> party. Once 2<sup>nd</sup> party is on the line, depress "Flash" button again to join parties together.

**\*\*IMPORTANT NOTE REGARDING CONFERENCE CALLS\*\***

**Instructions for the toll free conference number, 888-808-6959, should be discarded and no longer be used. Use of the toll free conference bridge will result in charges being billed to the initiating department.**

## **PROGRAMMING INSTRUCTIONS FOR INDIVIDUAL SPEED DIAL LISTS**

**SPEED DIAL *MUST* BE PROGRAMMED BY TELECOMMUNICATIONS PRIOR TO  
THE USER PROGRAMMING INDIVIDUAL BUTTONS ON THE PHONE**

### ***TO PROGRAM ANY BC EXTENSION:***

(E & I Series) Press the "Feature" button + the key that you want to program + 4 digit extension + the "Feature" button.

### ***TO PROGRAM ANY EXTERNAL TELEPHONE NUMBER:***

(E & I Series) Press the "Feature" button, the key that you want to program + 9 + area code + 7 digit telephone number + the "Feature" button.

### ***TO USE YOUR PROGRAMMED SPEED DIALED NUMBERS:***

Press the programmed speed dial button you wish to call.

**\*\*SPEED DIAL IS NOT AVAILABLE ON CORTELCO SETS\*\***

## DIRECTORY ASSISTANCE

- 1 – Press the button beneath the >>> on the LCD until DIR appears.
- 2 – Press the DIR button.
- 3 – When “Name?” appears, press the keys that represent the person’s last name, and press the # key ie: Smith would be 7648#.
- 4 – The system will display the first name that the keys you have entered apply to. To scroll through the names, press the 8 key.
- 5 – When the name of the person you are searching for appears, press the (#) key to dial the number.

### FUNCTIONS WHILE LOGGED INTO DIRECTORY ASSISTANCE

- press 1 to displays first entry in scroll list
- press 2 to displays previous entry in scroll list
- press 3 to displays the previous entry with different first letter
- press 4 to scroll left
- press 5 to adds more letters to search string
- press 6 to scroll right
- press 7 to displays last entry
- press 8 to displays next entry
- press 9 to displays next entry with different first letter

\* = backspace  
0 = search again  
# = enter

## **CALL TRANSFER**

*From the D-term I or E Series*

- With a call in progress, press “Transfer” button
- Dial the extension number and wait for answer
- Announce call or hang up to release call

NOTE: if you need to retrieve the call, press the “Transfer” button again and you will have the original caller back. To retrieve a transferred call when the voicemail system has answered, press \*\*\* to cancel transfer and retrieve call.

*From the Cortelco or Single Line*

- Press the hook switch
- Dial the extension number
- Hang up

## **CALL PICK UP**

Answers any ringing extension in your group

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

NOTE: call pick up groups must be programmed by Telecommunications

## **DIRECTED CALL PICKUP**

Answers a specific ringing extension anywhere

- Hear ringing extension
- Get dial tone, dial #7 + ringing extension
- Caller is automatically on line

## **CALL HOLD**

*From the D-term I or E Series*

- Press the “Hold” button once to place the caller on hold
- Press the appropriate (flashing) line key to return to the caller

*From the Cortelco or Single Line*

- Press hook switch \*7
- Press hook switch again to retrieve call

## **EXCLUSIVE HOLD**

*From the D-term I or E Series*

- 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.

## **LAST NUMBER REDIAL**

*From the D-term I or E Series*

- Press the “Redial” button followed by \*
- Your display will show last number called
- Continue to press the “Redial” button to scroll through the last (5) numbers called
- When you reach the number you want , press the \* key to dial

*From the Cortelco or Single Line*

- press \*\*

## **HANDSFREE CALL**

- Turn the microphone on, press the “MIC” button
- Press the “Speaker” button

## **RECALL**

- The “recall” button can be used to reach the dial tone

## **Volume Control**

The ˇ and ^ buttons have multiply functions

- While on a call, adjust the speaker volume during a conversation
- While the phone is ringing, adjust the ring volume
- While the phone is idle, adjust the LCD display

## **Ringer Tone**

Change the ring tone of the extensions programmed on your phone

- Press the “Feature” button + 3
- Continue pressing the 3 button to scroll through different tones

\*\*Ring tone will be changed for all line appearances\*\*

## **HOW TO REQUEST TELEPHONE SERVICE**

A request should be submitted to the helpdesk in one of the following formats;

- 1 – call x7521
- 2 – send an email to [helpdesk@broward.edu](mailto:helpdesk@broward.edu)
- 3 – visit the employee intranet. Click on “helpdesk request” to the left of the screen, input the required information, and submit

A helpdesk request can be submitted for the following services;

- 1 – *repair* service, ie: no dial tone, static...
- 2 – *modify* service, ie: add extension, move line...
- 3 – *new* installation (see instructions below)
- 4 – *conference call* scheduling
- 5 – *voice mail*
- 6 – *cellular* service cancellation
- 7 – *pager* service
- 8 – *authorization code*, must indicate calling area needed, ie: tri-county, state, or national

To order new equipment you must complete an AUX. Send your completed AUX to Central Receiving/College Stores and your phone will be delivered directly to your department. Once you have received the new equipment, submit a helpdesk request to schedule the installation. The following is the information for available phone models;

8006 Black, Cortelco Colleague, 220300-VBA-27S (single line with speaker)

8002 Phone, NEC #780023, ITR-8D, Blk (8 button display IP)

8003 Phone, NEC #780028, ITR-16D, Blk (16 button display IP)

AUX forms can be obtained from Central Receiving/College Stores

**\*Conferencing phones are not available through the College\***