



DONNELLY COLLEGE

Phone & Voicemail Instructions:

TELEPHONE:

Attended transfer

1. While on the call, press the LCD 'Trans' key
2. Enter in the extension number or the outside number
3. Press the LCD 'Trans' key again

Blind transfer

1. While on the call, press the LCD 'Trans' key
2. Press the LCD 'Blind' key
3. Enter in the extension number or the outside number

Hold

1. While on the call, press the **Hold** key
2. Press the LCD 'Resume' key to resume the call
3. If multiple calls are on hold, press **Line 1** or **Line 2** to choose which call to resume

Do Not Disturb

1. Press **Menu**
2. Select 'Features' on the LCD
Select 'DND'
3. Turn off DND by repeating steps 1-3

Call waiting

1. Place the current call on hold
2. Press **Line 2** to answer the incoming call
3. Press **Line 1** to resume the first call

Conference Calling

1. While on a call, press the LCD 'Conf' key
2. Dial the extension or external number
When the second party answers,
3. press the LCD 'Conf' key again

Voicemail Retrieval

1. Dial 8555
2. Dial your extension + #
3. Dial your password + #

Phone book

1. Press the LCD 'Dir' key


Call Lists

1. Press the LCD 'Callers' key


Ring Volume

1. Press  located at the bottom of the keypad

Call Volume

1. While on a call, press  located at the bottom of the keypad

Speakerphone

1. Press **Line 1** or **Line 2** without lifting the receiver
2. Or Press  during a call

Phone Settings

Phone Settings

1. Press **Menu**

Phone book

VOICEMAIL SYSTEM OPTIONS:

1. Main Menu:
2. During and after a message (option 1):
3. While in Advanced Options (option 3):
4. While in Mailbox Options (option 0):

The following options are available when checking your voicemail:

Main Menu:

- "1" Listen to first available message
- "2" Change voicemail folder
- "3" Go to Advanced Options
- "0" Go to Mailbox Options
- "#" Exit

During and after a message (option 1):

- "2" Skip to the beginning of the message (while listening)

- "3" Go to Advanced Options
- "5" Repeat current message
- "6" Skip the current message
- "7" Delete the current message
- "8" Forward the current message to another extension
- "9" Save the current message to a folder
- "#" Fast forward the message 3 seconds
- "*" Rewind the message 3 seconds

While in Advanced Options (option 3):

- "1" Send a reply voicemail to caller
- "2" Call the user back based on Caller-ID ("CallReturn")
- "3" Listen to message date and time
- "4" Place an outgoing call to an external number ("CallOut")
- "*" Return to the Main menu

Note: Options 2 and 4 will function only if "CallReturn" or "CallOut" are enabled from the "Extensions" page in the administrative control panel for the user.

While in Mailbox Options (option 0):

- "1" Record your unavailable message
- "2" Record your busy message
- "3" Record your name (used within the Name Directory)
- "4" Record your temporary message/Remove your existing temporary message (supersedes all other greetings)
- "5" Change your voicemail password
- "*" Return to the Main menu

Note: Temporary greetings should be used when you are going to be away from the office for an extended period of time (i.e. vacation, business travel, etc.). When you record a temporary greeting, you must remember to go back into the system and delete the temporary greeting. This is done through the Record temporary message feature, but there will be an option to delete the greeting.