



Faculty & Staff
Quick Reference Guide
to
Smith College
Telephone & Voicemail Systems

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NOTE: A printable version of this guide is available online at:
<http://www.smith.edu/its/tara/telephones/facstaffguide.pdf>

To obtain additional printed copies, contact Mary Clayton at extension 2082 or send email to mclayton@email.smith.edu.

NEW EMPLOYEES:

WHAT YOU NEED TO DO FIRST

In many cases, new employees are assigned an extension that has previously been used by someone else who had already set-up a voicemail greeting, password, etc.

To have all the voicemail settings restored to their default values (so you can follow the instructions in this guide under "Setting Up Voicemail"), please call the User Support Center at extension 4487 or send e-mail to 4its@email.smith.edu.

You may also request that the user name that is displayed when you call other campus phones be updated to display your name.

If you are assigned a new extension, all the default settings should be in place. You can easily check by following the instructions in this guide to see if you can access the voice mailbox, or by calling your extension to see if there is an existing voicemail greeting.

Once you have access to the voice mailbox, follow the steps on page 3 to set up your voice mailbox, and on page 9 to record your name in the Voice Directory system.

Setting Up Voicemail

Follow these three steps the first time you access the voicemail system.

Note: Your default voicemail password is **111 + your 4-digit extension number**.

1. ACCESS THE VOICEMAIL SYSTEM:

- Dial extension **2074** (from off-campus call 413-585-2074)
- Enter your extension number (this is also your mailbox number) and press the # key.
- For your password, enter: **111+ your ext number** and press the # key.
- You will hear: *"The temporary password assigned by your Administrator must be changed. To access your mailbox, please press "84" and change your password."*

2. CHANGE YOUR PASSWORD

- Remain logged in or log in again
- Press **84**.
- Enter your default "old" password of **111 + your ext #**.
- Enter a new password and press the # key. Passwords must be **6-8 digits long**. Note that the system will **not** allow a string of repeated digits or consecutive digits.
- Enter your new password again and press the # key.

3. RECORD YOUR GREETING

- Remain logged in or log in again
- Press **82**.
 - Press **1** to record an **External** greeting. If no other greeting is recorded all callers will hear your external greeting.
 - Press **2** to record an **Internal** greeting, which will only be heard by on-campus callers.
 - Press **3** to record a **Temporary** or vacation greeting (see note below)
- Press **5** to begin recording.
- Press the # key immediately after you have finished recording.
- To hear your greeting, press **2**.
- If you wish to delete your greeting and re-record, press **76**, then **5**, record new greeting, and press the # key.
- If you are recording a temporary greeting, press 9 to set the expiration date and time. Prompts will walk you through the process.
- Hang up

Note: A temporary greeting will override (but does not delete) your internal and external greetings. It can be used for situations where your normal work routine is interrupted for a period of time due to illness, vacation, or other absence. Once you have recorded your temporary greeting, you can set an expiration date and time. If you do not set an expiration date and time, the temporary greeting will remain in effect until you delete it. Once the temporary greeting expires or is deleted, your regular greeting will go back into effect.

To set the expiry date:

1. Press **9**.
2. Following the prompts, use the number pad to enter the month, date, and time, pressing # after each entry.

Setting Up Voicemail (continued)

You can customize your voicemail further with the following features:

RECORD YOUR NAME PROMPT also called "Personal Verification" (optional)

Your Name Prompt is heard by callers if they use Express Messaging to leave you a message or are transferred directly into your mailbox, and is also included in the header of any messages you leave for other people on-campus.

- Remain logged in or log in again
- Press **82**.
- Press **9**.
- Press **5** and wait for the tone.
- Say your name.
- Press the **#** key to end.
- To hear your recording, press **2**.
- To re-record, press **5** and the **#** key to end.

Assigning a Coverage Point (optional)

If you assign a Coverage Point, in your external greeting you can tell callers they may press ZERO to reach someone else in your absence.

- Log into your mailbox.
- Press **80**.
- Press **1** to change your Custom Operator.
- Enter the 4-digit extension number of the phone you want callers to be transferred to if they press ZERO.
- Press **#**.

Common Voicemail Commands

VOICEMAIL-HANDLING OPTIONS

Forwarding All Calls Directly to Voicemail

On most faculty and staff phones, incoming calls are forwarded to voicemail if unanswered after 4 rings. However, you can choose to forward all incoming calls directly to voicemail without ringing your phone.

If you want calls to go directly to voicemail without ringing your phone (i.e., when you are in a meeting or going on vacation), you can set up automatic forwarding to voicemail:

- Do **NOT** lift your handset.
- Press the **FORWARD** key.
- Enter extension **2074**.
- Press the **DONE** key.

To cancel call forwarding:

- Do **NOT** lift your handset.
- Press the **CHECKFW** key, then press **CANCELFW**.

To reinstate call forwarding to the same number:

- Press the **FORWARD** key, then the **DONE** key.
- The last number entered will be saved.

Turning on Message Blocking

Message-blocking allows you to block callers from leaving a message. You can do this for all calls, or just when your temporary greeting is enabled.

- Log into your mailbox.
- Press **80**.
- Press **7** to change your status.

PLAYING MESSAGES

Log into your Voice Mailbox as follows:

- Press the **MESSAGE** key or dial extension **2074**. (From off-campus, call 413-585-2074.)
- Enter your extension number, & press **#**.
Shortcut: If you are calling from your own phone, you can just press the # key without entering your extension number.
- Enter your password and press **#**.

Common Voicemail Commands (continued)

- **Shortcut:** Press 2 to skip the header and go directly to the message. (The header is the system readout of the Caller ID and time of call.)
- Press 6 to go to the next message or press 4 to go back to a previous message.

To delete a message: Press 76.

To skip the greeting when calling another phone on-campus: Press 5.

AutoPlay Feature: Most faculty and staff voice mailboxes are configured to automatically move from one message to the next without requiring any input from the user. This feature, called AutoPlay, can be deactivated, so that at the end of each message you are prompted to indicate if you want to delete the message, replay the message, or move to the next message.

If you would like to have the AutoPlay feature activated or de-activated, call the User Support Center at x4487 or send your request via e-mail to 4ITS@email.smith.edu.

SENDING MESSAGES

Express Messaging

Express messaging allows you to leave a message in someone's voice mailbox without ringing their extension:

- Dial extension **2084**.
- Enter their mailbox number (a.k.a. extension number) and press the # key.
- Leave your message and hang up.

Replying to a Voicemail Message Left by Another User on the Campus Voicemail System

- Press 7 for Message Options
- Press 1 for Reply
- You will be prompted to record your message
 - Press 5 to begin recording
 - Press # to stop recording
- Press 79 to send

Common Voicemail Commands (continued)

Forwarding a Voicemail Message to Other Users on the Campus Voicemail System

- Press 7 for Message Options
- Press 3 for Forward a Message
- You will be prompted to enter the mailbox numbers (extension numbers) to which you want to forward the message. Follow each entry with #.
- When the list is complete, press # again.
- You will be prompted to record your message, which will go in front of the forwarded message.
 - Press 5 to begin recording
 - Press # to stop recording
- Press 79 to send

Composing and Sending a Message to One or More Mailboxes

- Log into your mailbox.
- Press 7 for Message Options.
- Press 5 for Compose a Message.
- Enter each mailbox number you want to send the message to and/or the number of the distribution list if you are using one, followed by the # key.
- When the list is complete, press # again.
- You will be prompted to record your message.
 - Press 5 and record your message.
 - Press the # key to stop recording.
- Press 2 to review your message.
- Press 79 to send

Creating a Distribution List

You can create up to 9 lists with up to 99 entries in each list.

- Log into your mailbox.
- Press **85**. (To play a summary of all your lists, press *)
- Enter a number from 1 to 9 to identify this list, then press #.
- Press **9** to record a name to help identify this list in the future; at prompt, press **5**, record list name, then press #.
- Press **5** to create list.
- Enter each mailbox number followed by #.
- When the list is complete, press # .
- To delete a number or name after you enter it, press **0** then #.

All Voicemail Commands

All the commands listed below can be accessed by via the phone's numeric keypad, shown at the bottom of the page. Many voicemail commands can also be accessed using the "**soft keys**" that appear at the bottom of the display window on most faculty and staff phones.

NOTE: The set of soft key commands displayed on your phone will change based on the voicemail function you are currently using. To enter any visible command, press the button directly below it. If you see a **More** soft key on the far right, press the button below it to view additional soft key options.

- Skip back 5 seconds – Press 1
- Play Message / Skip over Header – Press 2
- Speed up message - Press 23
- Slow down message – Press 21
- Skip forward 5 seconds - Press 3
- Play previous message - Press 4
- Play next message - Press 6
- Pause current message – Press #
- Message Commands (7):
 - Delivery Options – 70
 - Reply – 71
 - Play header – 72
 - Forward message – 73
 - Compose a message – 75
 - Delete message - 76
 - Send a composed message – 79
- Mailbox Commands (8):
 - Block Callers from leaving a message - 807
 - Always – 1
 - Only when Temp Greeting is active – 3
 - Record Greetings* – 82
 - External Greeting – 1
 - Internal Greeting – 2
 - Temporary Greeting – 3
 - Name Verification – 9
 - * Recording control functions (5 begins recording, # stops recording, 2 reviews recording)
 - Change Password – 84
 - Create Distribution List – 85
- Help Menu – Press *



Voice Directory System

The Voice Directory is a Speech-Recognition system that can be used to reach students, staff, faculty and departments on-campus if you don't know their extension.

To Use the System:

- Dial **0** from on-campus or **584-2700** from off-campus.
- Say the name of the person or department you wish to reach.

Tip: You can speak over the announcement and say the name you want to be connected to as soon as the system connects. For best results say the full name of the person you want to reach with no additional words or phrases. For departments, just say the name of the department, (i.e. "Athletics")

Instead of relying on the name prompt generated by the system, you should record your own name prompt to be played by the system when transferring calls to you. This improves the overall effectiveness of the system and ensures correct pronunciation of your name. This recording is completely separate from any you have done for the voicemail system, and only needs to be done once during your time at Smith.

To Record Your Name Prompt:

1. Access the Voice Directory system by dialing **0** from on-campus or **584-2700** off-campus.
2. Say "Administration"
3. Follow the voice prompts.

NOTE: Use your 9-digit Smith ID number (e.g.990123456) as both your User ID and Password.

IMPORTANT: When recording your name, speak only your name. Do not include any greeting, instructions, comments, or your extension number. You can use the name you are commonly known by, even if it differs from the current prompt.

Be sure to follow the prompts to the end, to indicate whether you accept your recording or wish to re-record.

The Voice Directory is tied to the same database as the on-line directory. If there is not a telephone number listed for you in the on-line directory, the voice directory will not be able to complete calls to you. To update the number listed for you contact Human Resources.

If the Voice Directory does not accurately recognize your name and you do show an extension listing in the on-line directory, record your name prompt as described above and report the problem to the USC at ext 4487.

Faculty and Staff Telephones

Most regular faculty and Staff positions are assigned a two line phone with a display and speakerphone (model 3903). Some high-volume positions will be assigned a six line phone, also with display and speakerphone (model 3904). The feature commands work the same way on both of these models.

Specialty Keys:

The Extension or Line Keys are located next to the top section of the display. Most phones have one key on each side, some high volume phones have three keys on each side. The primary function of these keys is as your extension appearances. They also have a secondary function you can access by pressing the Shift Button at the bottom of the phone. The secondary function for most faculty and staff is as AutoDial Keys (see the Telephone Features section for more information on using AutoDial). In some cases (typically coverage points) the secondary function will be additional extension appearances. To go back to the primary extension appearance, press shift again. For information on how your roll-over extension works see the section on receiving calls.

Context Sensitive Keys or Soft Keys are those buttons located immediately under the display and are used to access many of the telephone features. They correspond to the function or feature shown above them in the display. Soft keys change to support whatever features are available at any given time.

Speakerphone: The round button to the left of the handset will activate the speakerphone. If you are using the handset and want to move to the speakerphone, press the speakerphone button and place the handset back in the cradle. To start a call using the speakerphone, simply press the speakerphone button without lifting the handset. You can also activate the speakerphone by pressing your Extension/Line Key while your handset is still in the cradle. When the speakerphone is on the light next to the speakerphone button will illuminate.

Mute – De-activates the microphone associated with the speakerphone. When mute is engaged the light next to the button will illuminate.

Volume Control Bar:

In addition to volume control available in Options Menu, you can adjust volume by pressing the volume bar directly under the key pad. The bar will control the volume of whatever feature is active. For example if the phone is ringing, it will control the ringer volume; if you are talking on the handset, it will control the handset volume; if you are using the speakerphone, it will control the speaker volume. Pressing the left side the volume bar lowers the volume, and pressing the right side increases the volume.

Navigation Keys are the diamond shaped cluster of keys just under the Soft Keys, are used to scroll through lists or menus on the display. The Quit key just to the left of the navigation keys will back you out of a menu or display function.

Options Key: The Options key allows you to customize certain characteristics of your phone, including: Screen Contrast, Ring Type, Ringer and Handset volume, and date/time format. Press the Options Key to bring up a menu on the display, then using the navigation and soft keys, select Telephone Options and then the feature you want to change.

Message Key: The message key is speed-dial key into voicemail. To use it get dialtone by either lifting the handset or activating the speakerphone, then press the message button.

Call Log: This key gives you access to list of your recent incoming and outgoing calls. See the section on Call Log on page 10 for more information.

Applications: This key is reserved for future use.

Faculty and Staff Telephones (continued)

Shift: The shift key toggles between the primary and secondary functions on the extension/line keys at the top of the display.

Goodbye: The goodbye key is equivalent to hanging up the handset. If you are on the speakerphone pressing the goodbye key will shut off the speakerphone ending the call.

Hold: Places the call on hold, to return to the call press the Ext/Line key.

PLACING CALLS

Emergencies On-Campus: Dial **800** for Public Safety

On-campus calls: Dial the 4-digit extension number

Local calls: Dial 9, then the 7-digit number *

Long Distance calls: Dial 9, then the area code & 7-digit number

International calls: Dial 9, the 011, Country Code, City Code and number

Toll-free numbers: Dial 9, 1 8xx-xxx-xxxx

* A listing of free local exchanges is available on the Web at:
http://www.smith.edu/its/tara/telephones/local_calling.html

PERSONAL CALLS

All administrative telephone users will receive a call detail sheet each month listing the long distance and international calls made from your extension. You are expected to reimburse the College for any personal calls. Reimbursement can be made using the form included with the call detail sheet.

RECEIVING CALLS

Your telephone number is 413-585 plus your 4-digit extension number. Your extension number appears on the right side of your telephone display by the green button.

You also have a **secondary line or Roll-over extension**, which is located on the left side of your display and labeled as 11+your extension (i.e. 115678).

If you are on a call and receive a second call, your roll-over extension will ring once and flash for 4 rings. During that time you have the opportunity to end the first call or put the caller on hold, and pick-up the second call by pressing the rollover extension button. If you do not pick-up the second call it will go follow your regular call coverage path, which is typically to voicemail.

Telephone Features

AUTODIAL KEYS

Allows you to store a frequently-dialed number, then dial that number by pressing only one key.

To store an AutoDial number:

- Do **NOT** pick up the handset.
- Press the **AutoDial** key (or Shift and then AutoDial).
- Dial the number to be stored. (If an off-campus number, be sure to start with "9".)
- Press the **AutoDial** key again to save.

To dial your AutoDial number:

- Pick-up the handset to establish a dial tone.
- Press the **Shift** key, then the **AutoDial** key.

To change the label of your AutoDial key (e.g., from "AutoDial" to "Home"):

- Press the **Options** button.
- Use the navigation keys to scroll to **Change Feature Key Label** and press **Select**.
- Press **Select** again.
- Press the **AutoDial** key.
- Use the **Delete** key to delete "AutoDial", then use the keypad to spell out the label you want. (For each letter, click on the key that shows that letter until the letter you want is displayed.)
- When done, press **Done**.

CALL PARK

Allows you to park a call so it can be reached from another extension.

To park a call:

- While on a call, press the **PARK** key. The display will indicate the park number.
- Press **OK**.

To retrieve a parked call: Lift your handset and dial the park number.

SETTING UP A CONFERENCE CALL

To set up a conference call for up to six people (including yourself):

- While on a call, press the **CONF** key. The first party will be placed on hold.
- Dial the number of the person you want to add to the conference.
- Press the **CONNECT** key. All parties will be connected.

If the person you added to the conference is unavailable, press the **EXT/LINE** key or **SWAP** to return to your original call.

NOTE: If you need additional conference capability, or would like to have the ability to set-up a "Meet Me" conference where participants are given a number to access at a predetermined time, you can have a "Ready Conference Plus" account set-up for you or your department. For more information on Teleconferencing Service for faculty and staff go to <http://www.smith.edu/its/services/telephones.html>.

Telephone Features (continued)

CALL PICK-UP

Allows you to answer a call that is ringing on any phone in your pickup group. You must be in a pre-defined pickup group to use this feature.

- Establish dial tone.
- Press the **PICKUP** key.

FORWARDING YOUR PHONE

Forwards your incoming calls to another on-campus phone or to voicemail without ringing your phone.

- Do **NOT** lift your handset.
- Press the **FORWARD** key.
- Dial the number where you want to forward your calls. (*To forward to Voicemail dial 2074*)
- Press the **DONE** key.

To cancel call forwarding:

- Do **NOT** lift your handset.
- Press the **CHECKFW** key, then press the **CANCELFW** key.

To reinstate call forwarding to the same number:

- Press the **FORWARD** key, then press **DONE** key.

PLACING A CALL ON HOLD

- Press the **HOLD** key. *The EXT/LINE key light will flash.*
- To retrieve, press the **EXT/LINE*** key.

LAST NUMBER REDIAL

- Lift the handset, press the **EXT/LINE*** key.
- To use **Speakerphone**, press the **EXT/LINE*** key twice.

TRANSFERRING CALLS

- Press the **TRANS** key
- Dial the ext you are transferring to, announce the call, then press the **CONNECT** key.
- If the person is unavailable, press **EXT/LINE** key to reconnect to the first caller.

To transfer a caller directly into voicemail:

- Press the **TRANSFER** key.
- Enter extension **2084** (for Express Messaging)
- Enter mailbox number and **#** key.
- Press the **CONNECT** key.

Call Log

Most faculty and staff phones are equipped with a Call Log that records the Caller ID of the last 10 incoming calls and the number of the last 5 outgoing calls. In addition to recording the Caller ID the phone will display the number of new calls since the count was last cleared, up to the maximum number of records.

You can access these lists by pressing the “soft key” under either Callers or Redial. Then use the navigation keys to scroll through the list.

(These lists can also be accessed by pressing the Call Log button along the bottom of the phone. Use the diamond shaped cluster of Navigation Keys to highlight Caller List or Redial List and press “soft key” under the word SELECT in the display.)

Once you have highlighted the entry you want to view, press the right navigation key to move to the call detail view, then use the up and down Navigation keys to scroll to the Caller ID information (if available) and time of call.

Placing Calls from the Call Log:

Once you access the Call Log you will have “soft keys” for Dial, Edit and Delete. For incoming calls from off-campus you will need to press the Edit key and insert a “9” or “9” and “1” in front of the number depending on whether it is a local or long distance call, you can then press the Dial key to call out to that number.

Clearing your Call Log:

- Press the **Call Log** button.
- Use the navigation keys to scroll to the **Call Log (Callers List)** option and press the **Select** soft key.
- When the Call Log appears, press the **DelList** soft key in the lower right corner of the display.
- When asked if you want to delete the entire list, press the **Yes** soft key. All entries in the Call Log will be deleted.
- Press the **Quit** button to exit the Call Log.

Turning your Call Log display OFF:

- Press the **Options** button.
- When the **Options List** appears on the display, use your navigation buttons to scroll down to **Call log options**, then press the **Select** soft key.
- In the **Log options** list, scroll down to **New call indication__On**,
- Press the **Off** soft key to toggle the setting to Off, then press the **Done** soft key.
- Press the **Quit** button to exit the Options menu.

Note: Turning the display off does not affect the call-logging function. You can still review your list of incoming calls anytime by pressing the **Callers** soft key.

Frequently Asked Questions

How do I report a problem with my phone?

Problems with your telephone or voicemail should be reported to the User Support Center at ext 4487 (4ITS).

How can I turn the ringer off on my phone?

You should forward your phone to voicemail, see page 13. Don't unplug your phone as that may cause your jack to be de-activated.

What should I do if the information that is displayed when I call another phone on-campus is incorrect?

Call the User Support Center at ext 4487 with the correct information and ask that your telephone's display information be updated.

The buttons at the top of my phone are now labeled AutoDial, what should I do?

Press the Shift Key, located on the bottom row of your phone. That will switch those keys back to your extensions. For information on using AutoDial see page 12.

Can I skip the greeting when leaving a voicemail message for someone?

Yes. To skip the greeting in someone else's voicemail and go directly to the beep, press 5.

Why do I have a button on the left side of my display labeled as 11+ my extension number?

That is your roll-over extension, which functions much as a second line would. For more information on how your roll-over extensions works, see the section on Receiving Calls on page 11.

Can I back-up in a voicemail message in order to hear a section that I missed?

Yes. When you are listening to a voicemail message you can skip back 5 seconds by pressing 1, or the "soft-key" at the bottom of the display under Skip ← (you may need to press the "soft-key" labeled "More" one or more times to scroll to that option).

To skip forward 5 seconds press 3 or the "soft-key" under Skip → (again you would need to press the More key to scroll to that function). You can also pause a message you are listening to by pressing # or the "soft-key" labeled Stop. To restart the message press 2 (for Play) or the "soft-key" labeled Play. See page 8 for other voicemail commands.