



Student
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/studentguide.pdf>

Setting Up Voicemail

Follow these four steps to set-up your voice mailbox the first time you access the voicemail system each year.

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 NAME PROMPT (also called "Personal Verification")

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.

4. 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** greeting (see note on following page)
- Press **5** to begin recording.
- Press the # key immediately when you have finished recording.
- To hear your greeting, press **2**.

Setting Up Voicemail (continued)

- 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 can be used for situations where your normal routine is interrupted for a period of time. 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.

To set the expiry date:

1. Press **9**.
2. Enter the month, date, and time, pressing **#** after each entry.
3. For the current month or day, simply press **#**.

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.

Common Voicemail Commands

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 **#**.
- *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.

Express Messaging

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

- Dial extension **2084**.
- Enter the mailbox 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

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

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.

- 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.

Student Telephones

Student rooms are equipped with a Nortel 3902 digital phone with display and speakerphone, for each student. Each student also has a private voice mailbox linked to their extension number.

Specialty Keys:

PSAFETY Key: The key immediately above the number 1 on the key pad is an autodial key to ext 800, the Emergency number for Public Safety.

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 to the right of the keypad. They are used to scroll through lists or menus on the display

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.

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

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

Student Telephones Continued

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 *

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

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

To place **Long Distance calls** you can use a calling card, pre-paid card or credit card. The service must be reachable by either a local or toll-free number. For information on pre-paid cards and calling cards, go to: <http://www.smith.edu/its/tara/telephones/phonecards.html>

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.

TELEPHONE FEATURES

CALL WAITING:

- Press the **CWT** key when you hear a tone during a call to answer the waiting call. Your first call will automatically be put on hold.
- **To return to the first call:** Press the **EXT/LINE*** key.
- **To end the first call before switching to the call waiting:** Press the **GOODBYE** 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 **FORWARD** key.

To cancel call forwarding:

- Do **NOT** lift your handset.
- Press the **FORWARD**

To reinstate call forwarding to the same number:

- Press the **FORWARD** key TWICE.

TELEPHONE FEATURES CONTINUED

LAST NUMBER REDIAL

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

PLACING A CALL ON HOLD

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

TRANSFERRING CALLS

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

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 8. Don't unplug your phone as that may cause your jack to be de-activated.

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.