



Faculty & Staff
Quick Reference Guide
to
Smith College
Telephone Systems

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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 IT Service 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.

Once you have access to the voice mailbox, follow the steps on Using the Voicemail System. <http://www.smith.edu/its/tara/telephones/voicemail.html>

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 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.

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

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 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>.

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 **2074** (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 IT Service 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 IT Service 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.

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.