

Middlebury College Telephone and Voice Mail Instructions Faculty and Staff Quick Reference Guide

CALLING PROCEDURES

(NOTE: There is no need to dial 1 before toll-free or other area codes.)

On-Campus	Dial 4-digit extension
Local Calls	Dial 9 + 7-digit local number
Toll-free 800, 877, 888...	Dial 9 + toll-free number
Toll Calls	Dial 8 + personal or business TAC + # + 9 + long distance number
International Calls	Dial 8 + personal or business TAC + # + 9 + 011 + country code + city code + number

TELEPHONE SYSTEM FEATURES

Some of the frequently used features are described below. More detailed instructions for use of the digital telephone sets are available. If you need a guide, please stop by Telephone Services in Voter (second floor) or call extension 5700.

◆ Transfer a Call

- Press **INQUIRY** key, dial the extension and wait for ringing tone, press **TRANSFER** key.

◆ Call Forwarding (aka Follow Me Feature)

Most faculty and staff telephone sets are pre-programmed to divert to voice mail if the line is busy or there is no answer after 4 rings.

Call forwarding enables you to temporarily program your extension to ring at another location. However, if you use the call forwarding/follow me feature, your line will not be diverted to voice mail. Be sure to cancel the call forwarding programming when you are finished using it. **(NOTE: # indicates the # key on the pad and not "number")**


Activate	Press * + 2 + * + new extension + #
Cancel	Press # + 2 + #
Change	Press * + 2 + * + your own extension + * + new extension + #
Cancel from answer point	Press # + 2 + * + your own extension + #

◆ Redial Last External Number Dialed * * *


◆ Conferencing

Conference calling is available on faculty and staff digital telephones. You can establish a connection with up to 7 parties. Only the person initiating the conference call can admit participants.

To initiate a conference call:

- Establish the first call to the first party on Access 1 key
- Press **INQUIRY** or Access 2
- Dial the second party's **telephone number** (and inform about the conference)
- Press the **CONFERENCE/F3** key -- the all black  key above the **PROGRAM** key

To add a new party in a conference:

- Press **INQUIRY** or Access 2
- Dial the new party's **telephone number**
- Press the **CONFERENCE/F3** key -- the all black  key above the **PROGRAM** key
- Follow **INQUIRY**, phone number, **CONFERENCE/F3** process until all parties are included in the call
- If someone calls in on Access 2 to create or join a conference, place the call on Access 1 on hold, press **CONFERENCE/F3** key -- the all black key above **PROGRAM** key.

◆ Program Speed Dialing *NOTE: Do not lift handset*

To Create:

- Press **PROGRAM** key
- Press a free **Function Key**
- Dial the telephone number
- Press the **Function Key** again
- Press **PROGRAM** key again
- Label the Function Key

To Verify:

- Press **PROGRAM** key
- Press the selected **Function Key**
Number is shown on display
- Press **PROGRAM** key

To Erase:

- Press **PROGRAM** key
- Press the selected **Function Key**
- Press **CLEAR**
- Press the **Function Key** again
- Press **PROGRAM** key

VOICE MAIL INSTRUCTIONS AND FEATURES

ACTIVATING YOUR VOICE MAILBOX

When accessing your voice mail box for the first time you must (1) change your security code from the system default security code of 1234 to a different four to fifteen digit number, (2) record your name, and (3) record a personal greeting.

ACCESSING YOUR VOICE MAILBOX

- ◆ From Your Office Telephone
 - Dial **2100** (or on Ericsson digital telephone set press **MESSAGE WAITING** key),
 - When the system answers, enter your **security code**

- ◆ From Another Campus Telephone
 - Dial **2100**
 - When the system answers, press * and #
 - Enter your extension and your security codes

- ◆ From Off-Campus
 - Dial **443-2100** (from off-campus)
 - When you hear the main College greeting, press #, then dial **your extension**, and enter your **security code**

VOICE MAIL MANAGEMENT

- ◆ Listen to Messages - Press 5
- ◆ Delete a Message - Press 3
- ◆ Save a Message - System automatically saves the message, Press 7
- ◆ Re-record Standard Greeting - Press 46, or 16132 to review, re-record, keep
- ◆ Record Out-of-Office Greeting - Press 47, or 16133 to review, re-record, keep
- ◆ Changing Your Security Code - Press 1614
- ◆ Re-Recording Your Name - Press 1615
- ◆ Back-up - Press * one or more times
- ◆ Exit Mailbox - Press 99

FOR ADDITIONAL FEATURES:

<http://go/telecom>