

**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 <b>4-digit extension</b>
Local Calls	Dial <b>9 + 7-digit local number</b>
Toll-free 800, 877, 888...	Dial <b>9 + toll-free number</b>
Toll Calls	<b>9 + long distance number</b>
International Calls	<b>9 + 011 + country code + city code + number</b>
Department of Public Safety	<b>5133</b>
Campus Emergencies	<b>5911</b>
Police Emergencies	<b>911</b>

**TELEPHONE FEATURES**

Some frequently used features are described below. Additional instructions are at [go/phone](#). To learn more about your phone, review the [Reference Guide for Digital Telephones](#). Assistance is available by calling extension 5700 or e-mailing [Telephone Services](#).


◆ **Transfer a Call**

- Press **INQUIRY** key
- **Dial the extension**
- Once you hear the ringing tone, press the **TRANSFER** key.


◆ **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 the Access 1 key
- Press the **INQUIRY** or Access 2 key
- Dial the second party's **telephone number** and connect with the next participant
- Press the **CONFERENCE/F3** key -- the all black  key above the **PROGRAM** key

To add a new party in a conference:

- Press the **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.

◆ **Call Forwarding (aka Follow Me Feature)**

*Most faculty and staff telephone sets are 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 campus 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 + * + <b>new extension</b> + #
Cancel	Press # + 2 + #
Change	Press * + 2 + * + <b>your own extension</b> + * + <b>new extension</b> + #
Cancel from answer point	Press # + 2 + * + <b>your own extension</b> + #

◆ **Redial Last External Number Dialed** \* \* \*

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

To Create:

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

To Verify:

- Press the **PROGRAM** key
- Press the selected **function key**  
*Number will show on display screen*
- Press **PROGRAM** key

To Erase:

- Press the **PROGRAM** key
- Press the selected **function key**
- Press the **clear** key
- Press the **Function Key**, again
- Press **PROGRAM** key, again

## 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 if its light is flashing),
  - When the system answers, enter your **security code**.
- ◆ From Another Campus Telephone with a Voice Mailbox
  - Dial **2100**
  - When the system answers, press \* #
  - Enter your extension and your security code.
- ◆ From Off-Campus or a Campus Phone without a Voice Mailbox
  - Dial **443-2100** (from off-campus) or **2100** (from a campus phone).
  - When you hear the main college greeting, press # followed by **your extension**, and enter your **security code**.

### **VOICE MAIL MANAGEMENT**

- ◆ Listen to messages - Press **5**
- ◆ Delete a message - Press **3**
- ◆ Back-up - Press \* one or more times
- ◆ Forward a message – Press **13**
- ◆ Save a message - (the system automatically saves messages if you do nothing), press **7**
- ◆ 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**
- ◆ Re-record standard greeting - Press **46**, or 16132 to review, re-record, keep
- ◆ Exit Mailbox - Press **99**

**FOR ADDITIONAL FEATURES:** <http://go/telecom> or <http://go/phone>

*Telephone Services is located in Davis Family Library 125.*