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	**9 + long distance number**
International Calls	**9 + 011 + country code + city code + number**
Department of Public Safety	**5133**
Campus Emergencies	**5911**
Police Emergencies	**911**

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

- **Redial Last <u>External</u> Number Dialed**   *** * ***

- ♦ **Program Speed Dialing**   *NOTE: Do not lift handset*

To Create:	To Verify:	To Erase:
- Press the **PROGRAM** key	- Press the **PROGRAM** key	- Press the **PROGRAM** key
- Press a free **function key**	- Press the selected **function key**	- Press the selected **function key**
- **Dial** the telephone number	*Number will show on display screen*	- Press the **clear** key
- Press the **function key**, again	- Press **PROGRAM** key	- Press the **Function Key**, again
- Press the **PROGRAM** key, again		- Press **PROGRAM** key, again
- Label the Function Key		

VOICE MAIL INSTRUCTIONS AND FEATURES

ACTIVATNG 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 if 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.