

FORWARDING CALLS

Forwarding calls allows you to route some or all incoming calls to your voicemail box.

Forwarding All Calls

- ☎ Lift handset
- ☎ Press *①
- ☎ Listen for an interrupted dial tone
- ☎ Dial 8510
- ☎ Listen for a steady dial tone
- ☎ Hang up

To Cancel Forwarding

- ☎ Lift handset
- ☎ Press #①
- ☎ Listen for a steady dial tone
- ☎ Hang up

Forwarding Busy Calls

- ☎ Lift handset
- ☎ Press *②
- ☎ Listen for an interrupted dial tone
- ☎ Dial 8510
- ☎ Listen for a steady dial tone
- ☎ Hang up

To Cancel Forwarding

- ☎ Lift handset
- ☎ Press #②
- ☎ Listen for a steady dial tone
- ☎ Hang up

Forwarding No-Answer Calls

- ☎ Lift handset
- ☎ Press *③
- ☎ Listen for an interrupted dial tone
- ☎ Dial 8510
- ☎ Listen for a steady dial tone
- ☎ Hang up

To Cancel Forwarding

- ☎ Lift handset
- ☎ Press #③
- ☎ Listen for a steady dial tone
- ☎ Hang up

TRANSFERRING CALLS

Allows you to transfer incoming calls to another phone or voicemail box.

Transferring To Another Phone

- ☎ Press the transfer button (TRF)
- ☎ Listen for an interrupted dial tone
- ☎ Dial the extension you want the call transferred to
- ☎ Hang up

Transferring To A Voicemail Box

- ☎ Press the transfer button (TRF)
- ☎ Listen for an interrupted dial tone
- ☎ Dial 8000
- ☎ When you hear the greeting "Welcome to Riverside Community College...", dial the voicemail box extension you want the call transferred to followed by #②.
- ☎ Hang up

FUNCTION / FEATURE KEY

Allows you to change various settings on your phone. Note: this button is labeled **FNC** on the Dterm series III phones and **FEATURE** on the Dterm series E phones.

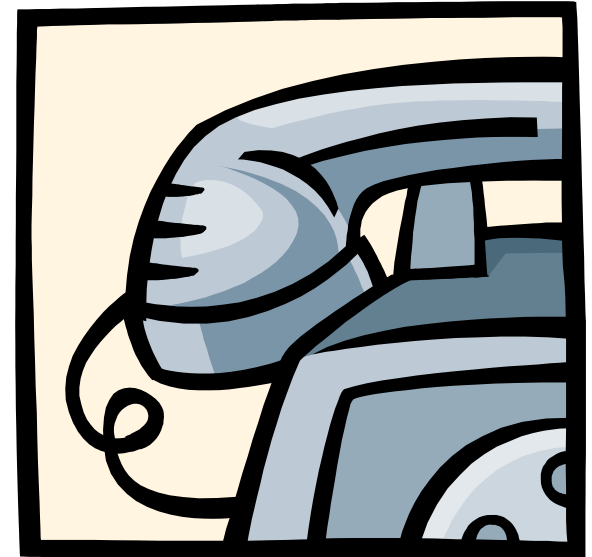
FNC/Feature + 1	Turns the microphone on or off. The red MIC led on the phone will light to indicate that the microphone is on.
FNC/Feature + 2	Adjusts the handset volume. Switches between normal and loud volume. You can also use the up and down arrow keys to adjust the volume.
FNC/Feature + 3	Selects the ringer tone. Use this to select one of four available ringer tones.
FNC/Feature + 4	Adjusts the initial transmission/receiving volume. Switches between normal and loud volume.
FNC/Feature + 5	Activates the hands-free feature. Allows you to make calls without using the handset. Note: the microphone must be turned on to use this feature.
FNC/Feature + 6	Deactivates the hands-free feature.
FNC/Feature + 7	Turns the call indicator led light on or off for incoming call notification. Note: this led will still light to indicate new voicemail messages.

MORE INFORMATION

Call Gary Storer at extension 8873 or Kathy Paschke at extension 8393.

Riverside Community College District

VOICEMAIL



USERS GUIDE

Name: _____

Extension: _____

Riverside Community College - Voicemail Users Guide

INTRODUCTION

The voicemail messaging system is like a sophisticated answering machine that stores messages in your own personal voicemail box. If your telephone is busy or is not answered, your calls will be forwarded to the voicemail system. You can even have all your incoming calls forwarded to the voicemail system. You can retrieve your messages from any touch-tone telephone. The voicemail system provides you with oral prompts to help you retrieve, save and delete your messages. All you have to do is call the system – it's that easy!

SPECIFICATIONS

Access Number

The voicemail access and forwarding number is **8510**.

Greetings

A subscriber may have up to four greetings. The greeting settings specify which greetings are enabled and the actions the voicemail system takes during and after a greeting. Enabling a greeting makes it available for the voicemail system to use in appropriate situations. The four greetings are:

Standard Greeting: Plays at all times unless overridden by another greeting.

Internal Greeting: Plays to internal callers only. It can provide information that only coworkers need to know (for example, "I will be in the lab all afternoon"). The internal greeting overrides the standard greeting. It requires phone system support (contact Gary or Kathy).

Busy Greeting: Plays when the subscriber's extension is busy (for example, "I am on the phone right now..."). The busy greeting overrides standard and internal greetings. It requires phone system support (contact Gary or Kathy).

Alternate Greeting: Can be used for special situations, such as vacations (for example, "I will be out of the office until..."). The alternate greeting overrides all other greetings.

Greeting Override

When leaving a voicemail you may press **#** to skip the personal greeting and begin recording your message.

ACCESSING YOUR VOICEMAIL BOX

The first time you access your voicemail box use the default passcode – 12345. After entering it, the system will walk you through the setup process.

From Your On-Campus Phone

- ☎ Dial **8510**
- ☎ When prompted enter your passcode

From Any Other On-Campus Phone

- ☎ Dial **8510** and press the ***** button when the system answers
- ☎ Enter your **ID** (your phone extension) then press the **#** button
- ☎ When prompted enter your passcode

From Any Off-Campus Phone

- ☎ Dial your seven digit campus phone number (222-8000, 571-6100 or 372-7000)
- ☎ When you hear the greeting begin press the ***** button
- ☎ Enter your **ID** (your phone extension) then press the **#** button
- ☎ When prompted enter your passcode

VOICEMAIL COMMANDS

When accessing your voicemail box you have the following options:

Listen To Your Messages

From the main menu press **7** to play your new messages or press **3** to access your old (saved or deleted) messages. While listening to your messages you have the following options:

- ☎ Press **7** to replay the last 5 seconds of the current message
- ☎ Press **9** to skip the next 5 seconds of the current message
- ☎ Press **#** to skip to the end of the current message
- ☎ Press **3** to delete the current message

After a message has finished playing you have the following options:

- ☎ Press **7** to replay the current message
- ☎ Press **3** to delete the current message
- ☎ Press **#** to skip to the next message
- ☎ Press **4** to give the current message to another voicemail box
- ☎ Press **2** to reply to the sender of the current message
- ☎ Press **5** to save the current message

Send A Message

From the main menu press **6** to record a message you can send to another voicemail box. Use the following steps to send a message:

- ☎ Enter the extension of the message recipient or private list number followed by **#**. If this is correct press **#** again.
- ☎ To add another extension press **1** or press **#** to begin recording.
- ☎ After recording your message press **#**.
- ☎ Press **1** for message options or press **#** to send the message.
 - ☎ Press **1** for addressing options. This option allows you to add or delete message recipients.
 - ☎ Press **2** for recording options. This option allows you to change the message you have recorded.
 - ☎ Press **3** for special delivery options such as urgent or return receipt.
 - ☎ Press **4** to review information about this message.
 - ☎ Press **#** to send the message as is.

Change User Options

From the main menu press **8** to access the user options menu and the select one of the following:

- ☎ Press **1** to change your greeting or call transfer settings
 - ☎ Press **1** to change or re-record your greetings. Note: You can only access the settings for your standard and alternate greetings by phone. To change your internal or busy greetings please contact Gary or Kathy.
 - ☎ Press **2** to change your call transfer settings. This setting lets you select where you wish to have your calls sent and only applies to calls coming from the automated attendant. This setting will not affect calls that are dialed directly to your extension. Note: the call transfer settings are NOT the same as call forwarding.
- ☎ Press **2** to change your message settings
 - ☎ Press **1** to change your message notification options. Note: You must get supervisor approval before using this option.
 - ☎ Press **3** to switch between brief and full menus. Brief menus are the default setting. If you find that you need more information when using the system you can switch to full menus.
 - ☎ Press **4** to set up or modify your private lists (distribution lists). You can have up to 20 private lists with a maximum of 20 names per list. You may also e-mail a list of names and extensions to gary.storer@rcc.edu and he will create the list for you.
- ☎ Press **3** to change your personal settings
 - ☎ Press **1** to change your password.
 - ☎ Press **2** to change your recorded name.
 - ☎ Press **3** to change your directory listing status (dial-by-name directory).

Note: You can press ***** at any time to exit the current menu or you can press **0** for menu help.