



Telephone & Voicemail Tips

IT Services @

Hobart and William Smith Colleges

Telephone Tips for the Nortel 3904 Handset

MESSAGES *(Find more information on page 20 of the user manual.)*

- If you see the *Message* light, pick up the handset and press the *Message* key.
- This connects you to the *Message Center*.
- Enter your mailbox number (normally your extension) and press the *#* key.
- Enter your password and press the *#* key to retrieve your message(s).

FORWARDING CALLS *(Find more information on page 16 of the user manual.)*

- Press the *Forward* key and dial the extension to which you want to forward your calls, then press the *Done* key.
- Press the *CheckFW* key to display the number to which your calls are forwarded, then press the *CancelFW* key to cancel forwarding.

TRANSFERRING CALLS *(Find more information on page 13 of the user manual.)*

- Press the *Transfer* key to put the caller on hold.
- Dial the number of the intended recipient and announce the call.
- Press the *Connect* key to complete the transfer or press the *Swap* key to switch between callers.

CONFERENCE CALLS *(Find more information on page 18 of the user manual.)*

- Press the *Conference* key while on a call.
- The other party is placed on hold while you receive a dial tone.
- Dial another number. You can then switch between callers using the *Swap* key or press the *Connect* key to complete the conference.
- If there is no answer, press the *Line* key to return to the original caller.
- You can conference up to six people.

CALL PICKUP *(Find more information on page 17 of the user manual.)*

- Used in offices where phones are grouped.
- Lift the handset and press the *Call Pickup* key to answer any ringing phone within your group.

Voicemail System Tips

GENERAL INFORMATION

- To access the Voicemail System dial 3113 on campus, 781-3113 for local off-campus calls or 315-781-3113 if you are calling long distance.
- If you have a *message button* on your phone you can lift your handset and press the message button to enter the system.
- Your mailbox number is the last four digits of your phone number and the default password is 3200.
- When you log in and enter your mailbox number, press the # key then enter your password again followed by the # key.
- *Note: The first time you log in you will be asked to change your password. Please follow the instructions.*

COMMON VOICEMAIL FUNCTIONS

- 84** Change your password
- 821** External greeting for off-campus callers
- 822** On-campus callers
- 823** Temporary greeting
- 829** Personal Verification. If you don't want your phone number used when you leave a message, you can record your name and department at this prompt.
 - All recordings start when you press 5 and end when you press the # key.
 - To play back press 2, to delete press 76.
 - To re-record press 5.
- When listening to your messages (after you have logged into the system)
 - Press 2 to play a message.
 - Press 1 to skip backwards.
 - Press 3 to go forward.
 - Press # to pause.
 - Press 2 to continue.
 - Press 6 to go to the next message.
 - Press 4 to go to the previous message.
 - If you want to hear a specific message, press 86, the message number and # key.
 - To delete a message, press 76 while playing the message.
 - If you have deleted a message in error, pressing 76 during the same session will restore the deleted message.

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Voicemail System Tips continued

FORWARDING A MESSAGE

- After hearing the message, press **73** to forward.
- Enter the mailbox number (phone number) to which you want to forward the message and press **#**.
- Repeat this step for any other mailbox and then press **#** again.
- To record an introduction press **5**, wait for the tone, then speak.
- End the recording by pressing the **#** key. To send the message press **79**.
- To send a message without a recording press **73**, phone number, **#**, **#**, **79**.

EXPRESS MESSAGING

- Dial **3112** and enter the extension number of the person you want to contact then press the **#** key.
- You will hear that person's Personal Verification.
- Wait for the tone and leave a message.
- From off campus dial 781-3112 or 315-781-3112.

If you have questions please call the Helpdesk at 315-781-4357 (or dial HELP on campus).