

TELEPHONE TIP SHEET

PLEASE NEVER DISCONNECT AND MOVE A TELEPHONE.

➤ **Recording your personal greetings**

It is important to record your personal greeting and that your extension number **is** mentioned in your personal greeting. This way, people will hear your name and extension number when they use the telephone directory (4411) to find you. If you haven't recorded your greeting, please follow the following steps:

1. Enter the voice mail system (dial 5000);
2. Enter your password; **Note, the default password is your extension.**
3. Press 4 (personal options);
4. Press 3 (greetings);
5. Press 3 (change recorded name). Please record your full name and your extension number. If you opt not to record your name, an automated message will play.

➤ **Accessing your voice mail from your office telephone**

If you have messages, a light will flash.

1. Dial 5000; **OR** Press the upper right button (envelope icon) once, then press the lower centre (listen ok) button twice;
2. Enter your password. Remember, the temporary password is your extension number until you change it.

Listen to the system prompts and follow the instructions.

➤ **Accessing your voice mail from outside the college or from within the college using someone else's telephone**

1. Dial the main College number (514) 744-7500;
2. Press 2;
3. Enter "5000" as the extension number;
4. Press the "#" key;
5. Enter your Vanier extension number;
6. Enter your password.

Listen to the system prompts and follow the instructions.

➤ **System telephone directory**

To find a person's telephone extension:

1. Dial 4411;
2. Enter the first three (3) letters of the person's family name;
3. Press the "#" key;

Listen to the system prompts and follow the instructions.

➤ **Voice Mail SPAM**

To bypass the pre-recorded feature messages, simply press the “#” key when the message begins and you’ll immediately be directed to your voice mail messages.

➤ **Creating a speed dial list on 4010 models (faculty offices)**

1. Press Menu key (bottom left);
2. Press “ + ” key (bottom right);
3. Press 2 (programming mode);
4. Press 2 (program speed dialing list);
5. Dial the internal or external number (include 9 and area code if external number);
6. Press “listen okay” key;
7. Press the “address book” key;
8. Select a key on the keypad (either 1 to 9, * , 0 , or #) to assign the number to that key;
9. Press End.

➤ **Conference Call Procedures (can accommodate up to 15 participants)**

1. Before you start, pick a random conference number of 4 digits (usually 0000 will do) please remember it or write it down as you will need it every time you add a person to the conference;
2. Dial a person’s number, announce the conference call, ask them to wait and perhaps suggest that they introduce themselves to the group;
3. If it is an external call then pick up line 2;
4. Dial **6 and then the conference number you chose;
5. Hit transfer and wait a few seconds;
6. Hang up and go to step 2 if there are more people to add to you conference;
7. Add yourself to the conference by dialing **6 and the conference number then hit transfer;
8. Remember to be the last one to hang up if you have dialed a long distance
Note: For wireless phone users, you must hit the green button after dialing **6 and after the conference number. Then select the transfer option on the screen and then select back.

➤ **Forwarding options**

*60 = forward immediate

*64 = cancel forward