

CSU Voice Mail System

Instructions for Frequently Used Features

I. CHANGE YOUR PASSWORD

1. Log into voice mail (extension 2100).
2. Enter your four/five digit extension number. (The default password is the same as your extension number). First time users - the system will request that a new password is entered.
3. To change your password, press 84.
4. Enter the new password. (It must be 5 to 6 characters/digits in length.) Then press #. (Repeat this step twice)
If your password expires, follow step 3 above.

II. RECORD A NAME

1. While logged into voice mail, press 89. Then press 5 on the dial pad.
2. Wait for a tone.
3. Record your name (your title and extension can be included).
4. Press # to end the recording.

III. RECORD AN EXTERNAL OR INTERNAL GREETING

1. Log into voice mail.
2. Enter 82 on the dial pad.
3. Press 1 on the dial pad to record external greeting.
Press 2 on the dial pad to record internal greeting.
(external greeting can be used for both)
4. To record the greeting, press 5 on the dial pad. Wait for the tone. Then record greeting
5. Press # on the dial pad to end the recording.
6. *** To listen to the greeting, press 2.
*** To delete the greeting, press 76.
*** To re-record the greeting, press 5.
7. Press 4 on the dial pad to exit the system.

IV. RECORD A TEMPORARY GREETING

If you will be out of the office, i.e., vacation, illness, business trip, etc., record a temporary greeting.

Once the set day and time expires, the system will revert back to your recorded external or internal greeting.

1. Log into voice mail.
2. Enter 82 on the dial pad.
3. Press 3 on the dial pad. Then, press 5 on the dial pad.
4. Wait for the tone. Then record temporary greeting
5. Press # on the dial pad to end the recording.
6. Press 9 on the dial pad to set the expire day and time.
7. Follow step 6 underneath "external/internal greeting" above to delete and re-record the greeting.

SIX STEPS FOR PROFESSIONAL TELEPHONE ETIQUETTE:

1. **BE ALERT** - Show you are wide awake and willing to help the person calling.
2. **BE FRIENDLY** - Put a smile in your voice.
3. **SPEAK DISTINCTLY** - Use your natural voice. Pronounce words clearly, paying particular attention to word endings and numbers.
4. **BE EXPRESSIVE** - Let the caller know that their call is important. Use a moderate rate and volume of speech and avoid a monotone delivery; no one wants to feel like they are speaking to a computer.
5. **BE CONSIDERATE** - DO NOT try to carry on two conversations at once. A caller should not feel he/she is competing for your attention.
6. **BE COURTEOUS** - Use common courtesy words such as, "Thank you", "Please" and "You're Welcome".

Remember your telephone is the doorway to CSU. Callers will judge CSU by the welcome they receive and the helpfulness of your telephone attitude.

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The
Art
of
Telephonics

CHICAGO
STATE
UNIVERSITY

Telephone Quick Reference Guide

Chicago State University (CSU)

How to Use Your Single-Line Telephone

CALL FORWARD To *Activate* Lift handset ... dial #1 ... hear regular dial tone ... dial number where calls are to be forwarded ... hang up.

To *Cancel* Lift handset ... dial #1 ... hear regular dial tone ... hang up.

CALL PICKUP To *Respond* Lift handset ... dial 83 ... answer call.

CALL TRANSFER To *Activate* Press the LINK button ... hear special dial tone ... announce caller in privacy ... press the "RLS" (release) key to release the caller to the transferred extension. .

3-WAY CONFERENCE To *Activate* 1. Press the LINK button. 2. Wait for a dial tone, and then call the second party. 3. When the second call is connected, press the "LINK" button to reconnect the first call. (All three parties are now connected).

CONSULTATION HOLD To *Activate* Press LINK button ... hear special dial tone.. dial number ... consult privately ... allow consulted party to hang up ... you are reconnected to your original call.

HOLD To *Activate* 1. Press the "HOLD" button. (the light flashes) 2. Hang up the phone or leave the phone off-hook**Your caller will stay on hold until you resume your conversation. If a call has been on hold for 15 minutes, the phone automatically releases the call.

To *Resume* the Conversation 1. If the phone is off-hook, press the "HOLD" button and resume the conversation2. If the phone is on-hook, pick up the receiver at your desk or at an extension phone (The flashing stops).

SPEED CALL To *Program* (Controller Only) Lift handset ... hear regular dial tone ... dial 1-, 2- or 3-digit Speed Call access code ... dial number to be stored ... hang up.

To *Change* (Controller Only) Lift handset ... hear regular dial tone ... dial 1-, 2- or 3-digit Speed Call access code ... dial new number ... hang up.

To *Erase* (Controller Only) Lift handset ... hear regular dial tone ... dial 1-, 2- or 3-digit Speed Call access code ... press * (number is automatically erased) ... hang up. To *Use* Lift handset ... dial #3 ... hear regular dial tone ... dial 1-, 2- or 3-digit Speed Call access code (number is automatically dialed).

STORED NUMBER REDIAL To *Program* Before a call and To *Use* Program before a call:Press the LINK button ... hear special dial tone ... dial 878 ... hang up. To *Use*: Lift the handset..... hear dial tone.....dial 879.....Listen for the ring back tone. To *Program* During an Active Call and To *Use* During an active call Press LINK buttonhear a special dial tone ... dial 878 ... hang up. To *Use*: Lift handset ... hear dial tone ... dial 879 ... Listen for ring back tone.

LAST NUMBER REDIAL To *Use* Lift handset ... Press the "REDIAL" button on the phone, the number of the last person called will be redialed

MESSAGE CENTER To *Respond* When Message Waiting indication is lit (flashing Message Waiting lamp) dial message Center extension (2100) or 773-995-2100 (outside of the University) to listen to your /department voice message(s)..

CALL WAITING To *Respond* 1. Press the LINK button. Your new call will be connected while you old call stays on hold 2. Press the LINK button to return to the first call. Keep pressing the LINK to alternate between calls.

SAVING NUMBERS and/or

FEATURE CODES IN MEMORY Saving frequently called numbers Use the phone's six memory keys to save the number of your customers, or anyone you call frequently. You can also save feature codes (noted above) for telephone services on these keys. 1. Lift the receiver and wait for a dial tone (the dial tone will continue while you save) 2. Press the SAVE button. 3. Press a memory key. 4. Use the dial pad to enter the telephone number or feature code. 5. Press the SAVE button. Erasing a number or code you can clear the number from a memory key in two ways: you can erase the number, or you can save a new number over the old one. 1. Lift the receiver and wait for a dial tone (the dial tone will continue while you erase). 2. Press the SAVE button. 3. Press the memory key that you wish to erase. 4. Press the SAVE button. 5. Hang up the receiver

ENDING A CALL WITHOUT HANDING UP Press the "RLS" button. When you hear a dial tone, you are ready to make the next call.

