

Lawrence University

Technology Services

FACULTY AND STAFF TELECOMMUNICATION SERVICES

Reference Guide

This Reference Guide is a publication of
Technology Services.
Please contact the Helpdesk with questions:

920.832.6570

helpdesk@lawrence.edu

Seeley G. Mudd Library, Room 201

www.lawrence.edu/dept/its

Getting Started

Welcome to Lawrence University's Telecommunication Services. We hope this reference guide will answer immediate questions you may have regarding telephone services on campus and in your office.

Every office has a unique telephone number which is part of the campus telecommunication system. Should your office location change, it is possible to move your telephone number. Please contact your building secretary or Technology Services to inquire about moving a telephone extension.

Lawrence provides voicemail, local, and long distance calling services. For university business, employee phone lines are unrestricted and allow direct dial local and long distance service. (For this reason, we strongly recommend that offices are locked when vacant.)

When placing personal long distance calls from a campus phone, a personal calling card should be used.

When directory assistance is needed for calls off campus, an online directory such as www.whitepages.com or www.yellowpages.com should be used. (Lawrence University is charged an average of \$1.00 per phone call to directory assistance.)

Occasionally the university will receive collect calls. As a general rule, collect calls are not accepted.

On-Campus Calling

From any campus phone, simply dial the extension or last four digits of the phone number. For example, dial 6570 to reach the Helpdesk.

Local Calling

Lawrence University covers local call charges. To make a local call:

Dial **9 + the 7 digit phone number**

Lawrence Switchboard Operator

Dial **0** on a campus phone or **832-7000** off campus

Emergency Calling

Dial **9 + 911** or Call Campus Security at 832-6999

Long-Distance Calling

Lawrence covers employees' business-related long distance calls. To make a long-distance call:

Dial **9 + 1 + area code + 7 digit phone number**

Voicemail

The university provides a voicemail system for employees which acts like a built-in answering machine. If you cannot access the voicemail system, please call the Helpdesk at 832-6570.

Activating Voicemail for the First Time:

1. Press the Voicemail key from your office phone.
2. Enter the default passcode: **1234**. Voicemail will prompt you to setup your mailbox.
3. At the new passcode prompt, enter a new code. The code can be 4 to 10 digits. Do not use 1111 or 1234.
4. At the greeting prompt, record a greeting.
5. At the name prompt, record your name. This will identify the mailbox as your own and will be used with the "dial by name" option for incoming callers.

Accessing Voicemail:

From your office phone:

1. Press the Voicemail speed dial key to quickly access your mailbox.
2. At the prompt, enter your personal **passcode**.

From a campus phone other than your own:

1. Dial **6900**. The voicemail system will automatically send you to the person's voicemail box that uses that phone.
2. Press *** + your 4 digit extension + ***.
3. Voicemail will state your recorded name and then prompt for a passcode.
4. Enter your **passcode**.

From off-campus:

1. Dial **832-6900**.
2. When the voicemail recording begins, press **1**.
3. Wait for the response and then enter your **telephone number + ***.
4. At the passcode prompt, enter your **passcode**.
5. Review messages as normal.

Listening to Messages:

1. Follow the "Accessing Your Voicemail Box" instructions to access your voicemail. Once in voicemail the system will state how many unplayed messages you have.
2. Press **7** to play your messages.

Additional Options:

- Press **2** to record a reply to the sender. When finished recording, press **9** to send reply.
- Press **3** to delete the message.
- To give a copy of the message to another party, press **4** and the **party's extension**. Record your introduction and press **#**. Press **9** to send your message.
- Press **5** to keep the message.
- Press **7** to replay the message.

Message Playback Options:

- Press **1** to pause the message for 30 seconds
- Press ***** to rewind 5 seconds.
- Press **#** to forward 5 seconds.
- Press **8** to skip the message.

Making a Message:

1. Use this feature to send a message to several people or to a distribution list.
2. Access your mailbox as normal.
3. Press **6** to make a message.
4. Enter the telephone number or distribution list you are making the message for. Press **#**.
5. Record your message.
6. Press **#** when finished recording.

Options:

- Press **2** to append to the message.
- Press **3** to discard current message and start over.

- Press **7** to review message.
- Press **9** to send and exit to main menu.
- Press **6** for message sending options.
 - Press **2** to mark the message as confidential. (Recipient will not be able to give message to another.)
 - Press **3** to have the message delivered on a certain day. (Up to 60 days in advance.)
 - Press **7** to request a return receipt.
 - Press **8** to make the message as urgent.
 - Press **9** to exit addressing options.

User Options Menu:

1. Access your mailbox as normal.
2. Press **8** to access the following user options.
 - Press **4** to change your greeting or to set conditional greetings.
 - Press **6** to change your name.
 - Press **7** to change your passcode.
 - Press **5** to create distribution lists.
 - Press **9** to exit to main menu.

Conditional Greetings:

Employees can choose from three types of conditional greetings: Busy, Call Forward, and No Answer. To set conditional greetings:

1. Access greetings as detailed above.
2. Press **2** for conditional greetings.
3. Select the greeting type you wish to program:
 - Press **2** to create a Busy greeting.
 - Press **3** to create a Call Forward greeting.
 - Press **6** to create a No Answer greeting.
4. Press **7** to record your message.
5. Select one of the following options:
 - Press **7** to review your greeting.
 - Press **3** to discard the message and re-record a message.
 - Press **2** to append to your message.
 - Press **9** to save the message and exist to the main conditional greeting menu.
6. Press **3** to enable the conditional greetings.
7. Press **9** to exit to the greeting menu.

Helpful Voicemail Hints

- To bypass a personal voicemail greeting and immediately leave a message, press 9.

- To dial another extension from within a greeting, press **#** + the extension.
- To transfer a call, press the transfer key (next to the Red Hold key) once. You will hear a stutter tone. Dial the extension to transfer the call to. Wait for the third party to answer. Inform them that you are transferring a call, and then hang up your phone.

Mitel Telephone Hints

- To transfer a call, press the transfer key (next to the Red Hold key) once. You will hear a stutter tone. Dial the extension to transfer the call to. Wait for the third party to answer. Inform them that you are transferring a call, and then hang up your phone.
- To place a call on hold press the red button on the phone set. To pick up the call press the flashing line.
- To conference a call with multiple parties, press the transfer key (next to the Red Hold key) once. You will hear a stutter tone. Dial the extension to transfer the call to. Wait for the third party to answer. Press the transfer key again. The three parties will be joined in a conference call.

Other Services Available

Conference Phone: You may find it helpful to use a conference phone for large meetings which include off-campus individuals. Reservations are handled through the Helpdesk on a first-come, first-serve basis.

If you require additional assistance with your telephone or voicemail, please call the Helpdesk at 832-6570, or stop by our office in Library Room 201. We will be happy to assist you.

This guide is also available online at:
www.lawrence.edu/dept/its/services/training.shtml