Campus Telephone System Quickstart

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Telecommunications and Networking
# Getting Started

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## How to Use Your Phone

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Introduction
This guide explains how to use your digital telephone and the voice mail system at Illinois State University. Common tasks, such as transferring a call and accessing voice mail, are described in a simple step-by-step format. If you have any questions about the campus phone system beyond the scope of this guide, please consult the website for Telecommunications and Networking at http://www.telecom.ilstu.edu or contact the university operators for assistance.

New Voice Mail System — January 2007
This Campus Telephone System Quickstart guide applies to the new voice mail system at Illinois State University. The new voice mail system is available as of January 1, 2007. As of this date, all new voice mail will be recorded on this system and can be accessed through the lighted message waiting button on your digital phone or by dialing 8-3000. You may continue to access the old voice mail system by dialing 8-4000 until February 28, 2007. After that date, the old voice mail system will no longer be available.

Getting Started
The first time you use the new campus voice mail system, you must create a security code. You will use this security code to access your voice mail or make changes to your voice mailbox. You must also record your name and a personal greeting.

Before January 1, 2007:
1. To begin setting up your new voice mailbox, dial 8-4000 from your personal on-campus phone. Go to 2.

After January 1, 2007:
1. To begin setting up your new voice mailbox, dial 8-3000 from your personal on-campus phone. Go to 2.

2. You are prompted to enter your security code. The default code is 0000. Type in this code and DO NOT PRESS # or any other key.
3. Create a new security code. You are prompted to enter a new security code followed by the # key. You will use this security code to access your voice mail. Your new security code may be between four and fifteen digits.

**Important!**
You should choose a security code that is easy to remember, but is not easy to guess. Do **not** use your University ID Number (UID Number), social security number, mainframe PIN, ATM PIN, or any other important, secure number.

4. Record your name. To start recording, press 2 and speak your name. To stop recording, press 2 again.

To review your recorded name, press 6. If you don’t like the recording, press 4 to record your name again. To save your recorded name, press 5.

5. Now you need to record a personal greeting for your mailbox. Callers will hear your personal greeting when they leave messages for you. To start recording, press 2 and speak your personal greeting. To stop recording, press 2 again.

**Personal Greeting**
Your personal greeting should explain who you are, including your name and possibly your department, phone number, job title, etc. It also gives you the opportunity to instruct callers to leave specific information in their messages.

To review your recording, press 6. If you don’t like the recording, press 4 to record the greeting again. To save your recorded greeting, press 5.

**Congratulations!**
You have completed the initial voice mail setup. You can change these options at any time by using the voice mail phone manager, which is described in the next section, **How to Use Voice Mail.**
How to Use Voice Mail

The voice mail system offers many options and features. Follow the instructions in this section to listen to, send, and manage voice mail messages.

**Important!**
The voice mail menu options for deleting, replying, saving, and forwarding messages changed when the voice mail system was updated in January 2007. Refer to the instructions for each task to verify the proper procedure.

Voice Mail Messages

When you are unable to answer the phone, your callers may leave voice mail messages for you. You may also create and send voice mail messages to others.

Retrieving Voice Mail Messages

You can retrieve your voice mail messages through the following steps.

1. From your personal on-campus phone, either press the lighted message waiting button on your digital phone or dial **8-3000**. Go to 2.

   From a different on-campus phone, dial 8-3000. Press * and then press # to access your personal voice mail mailbox. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

   From an off-campus or cellular phone, dial 309-438-3000. When you hear the tone, press # to enter the voice mail system. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

2. When prompted, enter your security code. **DO NOT PRESS #** or any other key.

**Unread and Read Messages**

*Unread messages* are voice mail messages you haven’t listed to yet. *Read messages* are voice mail messages you’ve already listened to, but haven’t saved or deleted.
3. To listen to new messages, press 1. To listen to saved messages, press 5.

*Delete* – To delete the message from your voice mail mailbox, press 4.  
*Save* – To save the message so you can access it later, press 5.

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**Recover Deleted Messages**

You can recover a deleted message during the *same session* in which you deleted it. Before exiting voice mail, press 7. Your deleted messages will be played to you. Press 4 to recover a deleted message. Once you hang up or exit the voice mail system, you can no longer recover deleted voice mail messages.

**Listening Options**

*Pause* – To pause playback, press 1. To resume, press 1 again.  
*Review from beginning* – To replay from the beginning, press 6.  
*Back up five seconds* – To move back five seconds, press 3.  
*Advance five seconds* – To move forward five seconds, press 9.  
*Skip to next message* – To skip to the next message, press 7.  
*Get message info* – To get message info, press 0 and then 0 again.

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**Reply to a Voice Mail Message**

While you are listening to a voice mail message, you may respond to it by recording one of your own. This option is only available to you if the caller has a mailbox on the University’s voice mail system.

1. While you are listening to a voice mail message, press 8 to reply to the original caller.  
2. The system informs you that the message will be received by the original caller.  
3. To start recording your response, press 2. When you are done recording, press 2 again.  
4. To review your reply before you send it, press 6.  
5. To send your reply, press 5.
**Forward a Voice Mail Message**

While you are listening to a voice mail message, you may forward it to another person’s mailbox on the University’s voice mail system.

1. While you are listening to a voice mail message, press 2 to forward the message to another person.
2. You are prompted to supply the mailbox number of the person to whom you want to forward the message. Type the last five digits of that person’s phone number.
3. The system confirms the person you are sending the message to by playing the person’s name.
4. To begin recording an introduction for the forwarded message, press 2. To stop recording, press 2 again.
5. To send the message, press 5.
6. If you want to forward the message to someone else, press 1. Otherwise, press 9 to continue listening to your voice mail messages. To quit, press *.

**Record and Send a Voice Mail Message**

You may record a new voice mail message and send it to another person’s mailbox on the University’s voice mail system.

1. From your personal on-campus phone, either press the lighted message waiting button on your digital phone or dial **8-3000**. Go to 2.

   From a different on-campus phone, dial 8-3000. Press * and then press # to access your personal voice mail mailbox. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

   From an off-campus or cellular phone, dial 309-438-3000. When you hear the tone, press # to enter the voice mail system. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

2. When prompted, enter your security code. **DO NOT PRESS #** or any other key.
3. To record and send a message, press 2.
4. You are prompted to supply the mailbox number of the person to whom you want to send the message. Type the last five digits of that person’s phone number.

5. The system confirms the person you are sending the message to by playing the person’s name.


7. To review the message, press 6. To send the message, press 5.

8. If you want to forward the message to someone else, press 1. Otherwise, press 9 to continue listening to your voice mail messages. To quit, press *.

**Voice Mail Phone Manager**

You can make changes to your personal voice mail settings using the voice mail phone manager.

**Change Your Security Code**

You can change your security code using the personal options in the phone manager.

1. From your personal on-campus phone, either press the lighted message waiting button on your digital phone or dial **8-3000**. Go to 2.

   From a different on-campus phone, dial 8-3000. Press * and then press # to access your personal voice mail mailbox. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

   From an off-campus or cellular phone, dial 309-438-3000. When you hear the tone, press # to enter the voice mail system. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

2. When prompted, enter your security code. **DO NOT PRESS #** or any other key.

3. To enter phone manager functions, press 3.
4. To enter personal options, press 1.
5. To change your security code, press 4.
6. Enter a new security code followed by #. Or, press * to quit.
7. For confirmation, enter the new security code again, followed by #.
8. The system confirms that your security code has been changed.

**Change Your Recorded Name**
You can change your recorded name using the personal options in the phone manager.

1. From your personal on-campus phone, either press the lighted message waiting button on your digital phone or dial **8-3000**. Go to 2.

   From a different on-campus phone, dial 8-3000. Press * and then press # to access your personal voice mail mailbox. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

   From an off-campus or cellular phone, dial 309-438-3000. When you hear the tone, press # to enter the voice mail system. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

2. When prompted, enter your security code. **DO NOT PRESS #** or any other key.
3. To enter phone manager functions, press 3.
4. To enter personal options, press 1.
5. To change your recorded name, press 5.
6. To begin recording, press 2. To stop recording, press 2 again.
7. To review your recorded name, press 6. If you don’t like the recording, press 4 to record your name again. To save your recorded name, press 5.
8. The system confirms that your recorded name has been changed.

**Change Your Personal Greeting**
You can change your personal greeting using the personal options in the phone manager.
1. From your personal on-campus phone, either press the lighted message waiting button on your digital phone or dial **8-3000**. Go to 2.

From a different on-campus phone, dial 8-3000. Press * and then press # to access your personal voice mail mailbox. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

From an off-campus or cellular phone, dial 309-438-3000. When you hear the tone, press # to enter the voice mail system. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

2. When prompted, enter your security code. **DO NOT PRESS #** or any other key.

3. To enter phone manager functions, press 3.

4. To enter personal options, press 1.

5. To change your personal greeting, press 3.

6. To record your normal greeting, press 2.

7. You will hear the current greeting. To discard the current recording, press 4. To make a new recording, press 2. To quit without making changes, press *.

8. To begin recording, press 2. To stop recording, press 2 again.

9. To review your personal greeting, press 6. If you don’t like the recording, press 4 to record your personal greeting again. To save your personal greeting, press 5.

10. The system confirms that the recorded message has been saved.

**Record, Change, or Turn On Your Out-of-Office Greeting**

You can record an out-of-office greeting, which is played to your callers when they try to call you. When you save the out-of-office greeting, the system activates it immediately. If you already have an out-of-office greeting saved, you can turn it on using these steps.

1. From your personal on-campus phone, either press the lighted message waiting
button on your digital phone or dial 8-3000. Go to 2.

From a different on-campus phone, dial 8-3000. Press * and then press # to access your personal voice mail mailbox. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

From an off-campus or cellular phone, dial 309-438-3000. When you hear the tone, press # to enter the voice mail system. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

2. When prompted, enter your security code. **DO NOT PRESS #** or any other key.

3. To enter phone manager functions, press 3.

4. To enter personal options, press 1.

5. To record a personal greeting, press 3.


7. You will hear the current greeting. If the recorded out-of-office greeting is inactive, you may turn it on by pressing 5. To discard the current recording, press 4. To make a new recording, press 2. To quit without making changes, press *.

8. To begin recording, press 2. To stop recording, press 2 again.


10. The system confirms that the recorded message has been saved. The out-of-office greeting is automatically activated by the system. If you would like to turn it off, hang up and dial 8-3000 again. After entering your security code, you may turn off your out-of-office greeting.

**Record Your Busy Greeting**

You can record a busy greeting, which is played to your callers when they try to call you and you are on the phone. When you save the busy greeting, the system activates it immediately. If you do not record a busy greeting, your callers hear your recorded name when you are on the phone.
1. From your personal on-campus phone, either press the lighted message waiting button on your digital phone or dial **8-3000**. Go to 2.

From a different on-campus phone, dial 8-3000. Press * and then press # to access your personal voice mail mailbox. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

From an off-campus or cellular phone, dial 309-438-3000. When you hear the tone, press # to enter the voice mail system. When asked for your mailbox number, enter the last five digits of your phone number. Go to 2.

2. When prompted, enter your security code. **DO NOT PRESS #** or any other key.

3. To enter phone manager functions, press 3.

4. To record a busy greeting, press 5.

5. Begin recording when you hear the tone. When you are finished, press any key to stop recording.

6. To save your busy greeting, press 5. To quit without saving, press *.

**Divert Calls to Voice Mail**

The phone system allows you to set up your phone so it automatically diverts to voice mail.

**Divert All Calls to Voice Mail**

You can set your phone to automatically send all callers to your voice mail rather than ringing your phone like normal. This is particularly useful if you expect to receive calls during off hours or holiday hours.

1. To divert all calls to voice mail, press *2#. Your phone will no longer ring. When you receive a call, the caller will automatically be sent to your voice mail so he or she can leave a message.

2. To cancel this option, press #2#.
**Divert to Voice Mail if No Answer**
By default, your phone is set up to send a caller to voice mail if the call is unanswered.

1. To activate this option, press *21#. Callers will automatically be sent to your voice mail if you do not pick up within four rings. **Note:** This option is turned on by default.
2. To cancel this option, press #21#.

**Divert to Voice Mail if Busy**
By default, your phone is set up to send the caller to voice mail if your line is busy.

1. To activate this option, press *22#. Callers will automatically be sent to your voice mail if your line is busy when they call. **Note:** This option is turned on by default.
2. To cancel this option, press #22#.

**Frequently Asked Questions about Voice Mail**
Refer to this FAQ for more information about the university voice mail system.

**How much storage space do I get with my voice mailbox?**
Storage space for your voice mailbox is constrained by the total storage available for all users. The number of messages you can store varies depending on the length of messages left by your callers. Your recorded name and greetings also count against your storage space.

**How long can I make my recorded greeting(s)?**
You can make your recorded greetings as long as you like within the limits of the system. There is no practical constraint on how long your greetings can be. However, the longer you make your greetings, the less amount of storage space will be available for your callers to leave you voice mail.
How long will my voice mail messages stay on the system?
All voice mail messages (read and unread) are stored on the system for 30 days before they are automatically deleted.

How can I tell who a voice mail message is from and when it was received?
Before a voice mail message is played back to you, the system tells you the date and time it was received. If the message came from a campus phone with a recorded name, the caller’s name will be played. If the message came from a campus phone without a recorded name, the last five digits of the phone number will be played. If the message came from a phone off campus, the full phone number of the caller will be played.

Can you restore deleted voice mail messages for me?
No, but you can restore deleted voice mail messages for yourself. This option is only available during the session in which you deleted the voice mail message. As soon as you exit the voice mail system, any messages you deleted are permanently gone and cannot be restored. To restore a deleted message before exiting the system, press 7 on the main menu. You will hear your deleted messages. Press 4 to recover a deleted message.
How to Use Your Phone

Illinois State University provides its employees with digital telephones. Each phone is equipped with two lines labeled Access 1 and Access 2. Follow the instructions in this section to learn how to use the phone at your desk.

### Caller ID

*When you receive a call from a campus phone*, the caller’s five-digit phone number is displayed.

*When you receive a call from an off-campus or cellular phone*, the caller’s ten-digit phone number is displayed.

*When you place a call to an off-campus phone number*, the recipient’s caller ID (if available) will display either 309-438-4300 or 309-438-4444. These numbers do not correspond to any campus phone. Any caller trying to dial them will receive a recording that they are not in service.

### Call the University Operator

The university operator can provide you with on-campus phone numbers. You can also report problems with your phone to the university operator.

1. From on campus, dial **0** to reach the operator. For TTY service, dial **8-2941**.
2. From off campus, dial **309-438-2111** to reach the operator.
3. When you are done, hang up.

### Make an On-Campus Call

To make an on-campus call, dial only the last five digits of the phone number.

1. Dial the last five digits of the on-campus phone number.
2. To dial an office phone number, dial **8** followed by the four-digit number.
3. To dial a residence hall phone number, dial 6 followed by the four-digit number.

**Make an Off-Campus Call**
To call an off-campus phone number, you must first dial 9.

1. Dial 9 followed by the seven-digit local phone number.
2. When you are done, hang up.

**Make a Toll Free Call**
You can call 800, 866, 877, or 888 phone numbers toll free.

1. Dial 9 + 1 followed by the ten-digit toll free phone number.
2. When you are done, hang up.

**Make a Long Distance Call**
To make long distance calls, you must have a long distance calling code.

1. Dial 9 followed by the area code and phone number you wish to call.
2. When you hear the long distance tone, enter your six-digit long distance calling code.
3. When you are done, hang up.

**Put a Call on Hold**
While you are on the phone, you can put the call on hold.

1. If you are talking on Access 1 (this is the line you normally talk on when you

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**Long Distance Code**
Your six-digit long distance calling code is for *business use only*. Your department is billed for the long distance calls you make with your long distance calling code. If you do not have a long distance calling code, your department can request a code from Telecommunications and Networking.

**Personal Calls**
It is a violation of university policy to make excessive personal calls on your university phone.

To place personal long distance calls on your university phone, you may use a long distance calling card with a toll free number. Follow the directions on the card to place your personal long distance phone call.
place and accept phone calls), press the **Access 1** button to put the call on hold.

2. If you are talking on Access 2 (if you placed or accepted a second call, for example), press **Access 2** to put that call on hold.

3. To take a call off hold so you can speak with the caller again, press the button (**Access 1** or **Access 2**) again.

**Make a Second Call**

If you are talking on Access 1, you can make a new call without hanging up.

1. If you are talking on Access 1 and want to make a second call without hanging up, press **Access 2**. This will put Access 1 on hold.
2. Dial the phone number you want to call.
3. To switch back to the first caller, press **Access 1**. This will put Access 2 on hold.
4. To end one of the calls, switch to Access 1 or Access 2, and then press **Clear**.

**Accept a Second Call**

While you are talking on Access 1, you can still receive calls by using the “Accept Second Call” button.

1. To turn on your phone’s ability to receive a second call, press the button labeled **Accept Second Call** on your phone.
2. If you are talking on Access 1 when someone else calls you, the light on your phone next to Access 2 will light up.
3. Press the **Access 2** button to answer the second call. This will put Access 1 on hold.
4. To switch back to the first caller, press **Access 1**. This will put Access 2 on hold.
5. To end one of the calls, switch to Access 1 or Access 2, and then press **Clear**.

**Transfer a Call**

While you are on the phone, you can transfer the call to another person’s phone number. If
the call isn’t answered, it is sent to the voice mail mailbox for that phone number instead.

1. While you are talking on Access 1 and want to transfer the call to someone else, press **Access 2**. This will put Access 1 on hold.
2. Dial the phone number of the person to whom you want to transfer the call.
3. If you want to transfer the call without announcing it first, press the **Transfer** button while the call is still ringing. The caller on Access 1 will automatically be transferred to the other person. If the person doesn’t answer, the caller will be sent to the person’s voice mail.
4. If you want to announce the call to the second person, wait until he or she has answered your call on Access 2. After you’ve announced that you will be transferring the caller, press the **Transfer** button. The caller on Access 1 will automatically be transferred to the other person.
5. After transferring the call, hang up. Both lines, Access 1 and Access 2, are now clear.

**Transferring a Call**
Before transferring a call, you should call the second person to make sure he or she is available. Inform the second person who you have on the line, explain what the call is about, and then transfer the call.

**Make a Conference Call**
You can make a conference call with up to eight people (including you).

1. Call the first person you want to invite to your conference call.
2. To invite the second person, press **Access 2** and dial his or her phone number. This will put Access 1 on hold.
3. After the second person answers, press the **Conference** button. The conference tone indicates that the conference call has been successfully established.
4. Continue using Access 2 to invite new people to your conference call.
5. If you initiate a conference call using long distance services, you need to be the last person to hang up. If you hang up before others and they continue talking, you are still paying for the call.

**Call Forwarding (Follow Me)**
You can set up call forwarding to send your calls to another phone number.

1. Press *2*.
2. Type the last five digits of the phone number to which your calls should be forwarded.
3. Press #.
4. To cancel call forwarding so your phone behaves as normal, press #2# and hang up.

**Automatic Callback (On-Campus Phone Numbers Only)**
You can set your phone to automatically call back campus phone numbers that are busy or do not answer.

1. When you dial an on-campus phone number that is busy or does not answer, press 6.
2. Listen for the confirmation tone and hang up. If you don’t hear a confirmation tone, the phone number you dialed does not allow automatic callback.
3. When the called number is available, your phone will begin ringing with a distinct, interrupted fast ring, which sounds different than your normal ring.
4. You must pick up the handset before the ringing stops (eight seconds) and you will automatically be connected with the callback number you specified in Step 1.
5. To cancel automatic callback before the number becomes available, press #6# and hang up.

**Stored Number Speed Dialing**
You can store up to ten frequently called numbers and assign them to speed dial numbers
for easy, quick dialing.

1. Pick up the handset and press *51*.
2. Press a number (0-9) to which you want the stored phone number assigned.
3. Dial the phone number to be stored. Stored numbers may be up to 20 digits long.
4. Listen for the confirmation tone, and hang up.
5. You may automatically dial a stored number by picking up the handset and pressing ** followed by the associated speed dial number.
6. You may remove a stored number by picking up the handset and pressing ** followed by #51* and the speed dial number. Listen for the tone and hang up.

**Last Number Redial (Off-Campus Phone Numbers Only)**
You can automatically call back the last off-campus phone number entered on your telephone.

1. Pick up the handset and press ***.
2. The last off-campus phone number will automatically be dialed.
3. If it was a long distance call, you will be prompted by the long distance tone to enter your long distance calling code.

**Stored Number Redial (Off-Campus Phone Numbers Only)**
You can store an off-campus phone number and then dial it automatically by pressing a button.

1. Pick up the handset and dial the off-campus phone number you want to store in your phone.
2. Press the Stored # Redial button any time during the call. This replaces any previously stored number.
3. You may automatically redial the stored number by picking up the handset and pressing Stored # Redial.
Moulton Hall

Moulton Hall was named after Samuel Moulton, a University founder and congressman who mortgaged his property to keep the University going through the Civil War. Samuel Moulton was also a member of the original Board of Education. The hall opened in 1920 and first became the Thomas Metcalf Laboratory School for teachers and classes (K-12). This building basically acted as Metcalf and U-High rolled into one at that time. Adlai Stevenson was one of the school’s most famous pupils.