

TELEPHONES AND VOICEMAIL AT WSC

A Basic Guide



Compiled By
Information Technologies

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For Telecommunications and/or Voice Mail Support
[Contact the IT HelpDesk](#)

If you have questions or problems on the use of the phone system or other information technology questions – please contact the Help Desk via the web form at <http://it.worcester.edu> or 508.929.8856.

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Basic Functions for Single Line Phones

The most common single line sets are the one button and four button phones.

One Button Phone



Four Button Phone



Hold a Call

Placing a call on hold allows a telephone call to be kept on the line while another call is answered or the recipient of the call steps away from the phone.

1. Pick up the phone's receiver and answer the call.
2. Press the **Recall** or **Flash** button.
3. Dial the Hold code **#1**.
4. Place the receiver on the desk.

Return to a Held Call

1. With the original call on hold, hang-up the phone's receiver. The phone will ring.
2. Pick up the phone's receiver.

Put Call 1 on Hold and Place Another Call

1. Pick up the phone's receiver and answer the call.
2. Press the **Recall** or **Flash** button.
3. Dial the Hold code **#1**.
4. Dial the second number.

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Transfer a Call

Transferring a call sends the call to another extension.

1. Pick up the phone's receiver and answer the call.
2. Press the **Recall** or **Flash** button.
3. Dial the phone extension for the phone where the call is to be transferred.
4. Hang up.
The transfer is complete.
5. In step 3, if there was no answer or you dialed the wrong number, press **Recall** twice to return to the held call.

Call Forwarding All Calls:

Call forwarding allows calls to the phone to be redirected to another campus phone extension.

1. Pick up the phone's receiver.
2. Dial the Call Forwarding activation code *2 .
3. Dial the campus phone extension for the phone where you want calls to go.
4. Hang up the phone's receiver.

When forwarding calls to another phone, some people find it helpful to attach a note to the phone reminding them to cancel call forwarding.

Cancel Call Forwarding

It is necessary to cancel call forwarding on a phone whose calls have been forwarded to another number.

1. Pick up the phone's receiver.
2. Press **#2**
3. Hang-up the phone's receiver.

Call Park

Call Park allows a phone to be answered in one office, placed on "Park" (hold), and retrieved from a phone in another office.

1. Answer the call by picking up the receiver.
2. With the caller on the line, press the **Recall** (one button phone) or **Flash** (four button phone) button.
3. Dial **#6**, the Call Park code. The call is "parked" at the originating phone extension.

Retrieve a Parked Call

1. From any campus phone, dial the Answer-Back code *6.
2. Dial the extension for the phone where the call is parked.
You should be connected to the call.

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Conference

Conference calls allow a third party to be added to a call.

1. Press **Recall**, **Flash**, or **Flash the switch-hook**.
2. Dial the **number of the third party**.
3. Press **Recall**, **Flash**, or **Flash the switch-hook**.

To Drop the third party:

1. Press **Recall**.

Abbreviated Dialling

Abbreviated dialling allows numbers that are dialed frequently to be assigned an access code and programmed into the phone. Entering the assigned access code will dial the number.

From your telephone:

1. Write the numbers you wish to program on a sheet of paper.
Number them 1-10.
10 is represented by a zero.
These are the item numbers.
2. Lift the handset.
3. Dial the program code ***0**.
4. Dial the access code for your personal list.
5. Dial the item number from your list.
6. Dial the telephone number from your list.
7. Press the **#** sign.
8. To enter additional numbers, repeat steps 5, 6, and 7.
9. Hang up to end programming.

To Place a Call Using Abbreviated Dialling

1. Dial the Personal List code **#7**.
2. Dial the item number from your list (1-10).

Automatic Call-back

Automatic call-back allows a call to be placed to a number that returns a busy signal or has a call waiting tone. Automatic call-back keeps trying to reach the number and sends a three burst priority ring if the extension becomes available.

1. Press the **Recall** or **Flash** button.
2. Dial the Automatic Call-back code ***5**.
3. Hang up.
You will receive a three burst priority ring when the extension you tried to reach becomes available.

Cancel Automatic Call-back

1. Dial **#5**

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Basic Functions for Multi-Line Phones

Models 7406 and 7410 are common
Multi-line Phones Used on Campus



- The 7406 phone has a display and a two-way speaker.
- The 7410 phone does not have a display and has a one-way speaker. The handset must be used to transmit sound, but incoming calls can be heard through the speaker.

Hold a Call

Placing a call on hold allows a telephone call to be kept on the line while another call is answered or the recipient of the call steps away from the phone.

1. Press **Hold**.

Return to a Held Call

A blinking light will display next to the button for the line on which the call is held.

1. Press the button for the line on which the line is being held.

Transfer a Call

Transferring a call sends the call to another extension.

1. Pick up the phone's receiver to answer the call.
2. Press **Transfer**.
3. Dial the phone extension for the phone where the call is to be transferred.
4. Press **Transfer** again.
The transfer is complete.

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Call Forwarding

Call forwarding allows calls to the phone to be redirected to another campus phone extension.

1. Pick up the phone's receiver.
2. Dial the Call Forwarding activate code, *2.
3. Dial the campus phone extension number for the phone where you want the calls to go.

Cancel Call Forwarding

It is necessary to cancel call forwarding on a phone whose messages have been forwarded to another phone.

1. Pick up the phone's receiver.
2. Press #2.
3. Hang-up the phone's receiver.

Call Park

Call Park allows a phone to be answered in one office, placed on "Park" (hold), and retrieved from a phone in another office.

1. With the caller on the line, press **Transfer**.
2. Dial the Call Park code #6.
3. Press **Transfer**.

Retrieve a Parked Call

1. Dial the Answer-Back code *6.
2. Dial the extension of the telephone where the original call was received.
You are connected to the call.

Call Pick-up

Call pick-up allows a call ringing from another extension in your group to be picked up. Several phone "groups" exist on campus. For people who work in close proximity and need to "cover" incoming calls, this might be a helpful feature.

To determine if your phone is included in an existing group, try this feature. If it doesn't work, call the Helpdesk (508 929-8856) and ask that your phone be included in a group.

1. Press the **Call Pick-up** button or dial the Call Pick-up access code *7.
You are connected to the call.

Conference

A conference call allows additional parties to participate in your call.

1. With the caller on the line, press **Conference**.
2. Dial the inside or outside number.
3. Press **Conference**.
All of the parties are connected.
4. Repeat for each additional party (Up to 5, plus the person making the call).

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Last Number Dialed

The last number dialed on the phone can be redialed.

1. Press the **Last Numb** button or dial the Last Number Dialed access code ***9**.

Send All Calls

This immediately sends all calls to a coverage point, usually voicemail. Calls also can be programmed to go to someone else first, then, voicemail.

1. Press the **Send Calls** button or dial the **Send All Calls** code ***3**.

Cancel Send All Calls

1. Press the **Send Calls** button or dial the Send Calls cancel code **#3**.

Auto-Call-back

Automatic call-back allows a call to be placed to a number that returns a busy signal or has a call waiting tone. Automatic call-back keeps trying to reach the number and sends a three burst priority ring if the extension becomes available.

1. Press the **Recall** or **Flash** button.
2. Dial the Automatic Call-back code ***5**.
3. Hang up.
You will receive a three burst priority ring when the extension you tried to reach becomes available.

Cancel Automatic Call-back

1. Press auto call-back during call attempt or use the auto call-back code, **#5**.
2. Hang-up the receiver.

The Voicemail System

In order to record a personal greeting or receive messages from people who have called, it is necessary to dial into the voice messaging system.

A password needs to be entered each time the messaging system is accessed. Contact the Help Desk via the web form at <http://it.worcester.edu> or 508.929.8856 to request a password from the Telecommunications Manager.

Logging into Voicemail for the First Time

1. Dial into Voicemail.
If on campus, dial extension **8122**.
If off campus, dial **1 508 929-8122** or **508 929-8122**.
2. Enter the **WSC office phone extension assigned to you** followed by the **#** sign.
When Voicemail asks for your password, **enter the Voicemail password**, followed by the **#** key.
3. Six options are available (1, 2, and 3 are mentioned on the voice message. 4, 5, and 7 are listed under "Create New Password" below).
4. When satisfied, press **#** to approve.

Create a New Password

1. Complete steps 1 and 2 above (Logging into Voicemail for the First Time).
2. Using the keypad on the touchtone phone, enter a new password (Between 5 and 15 digits, 0-9) followed by the **#** sign.
3. Re-enter the new password and **#** sign.
Voicemail will recite the first 3 items on the Activity Menu
 1. Create Messages.
 2. Get Messages.
 3. Administer Personal Greetings.

Three additional items also exist.

 4. Check status of Outgoing Messages
 5. **Change** (Password, mail lists, **re-record name**, etc.)
After hearing "Administer Personal Greetings" Press **# 5** and listen to prompts to record your name.
 6. **There** is no item 6.
 7. Scan Messages.

It is a good idea to write down your personal greeting prior to recording it.

Create a Personal Greeting

1. Write down your personal greeting.
2. Log into Voicemail.
3. Press **3 Administer Personal Greetings**.
4. Press **1 Create, Change, or Delete a Greeting**.
5. Using the keypad on your touchtone phone, **enter a Greeting Number** (1, 2, 3, etc.).
6. At the tone, **record your greeting**. When finished, press **#**.
7. To use this greeting for all calls, press **1**. The greeting will be active.
8. Or...Press **#** to store the greeting. The greeting will not be activated, but will be stored for future use.

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The Voicemail System

How to Change the Greeting Heard by Callers

How to Activate One of Your Stored Greetings

1. Log into Voicemail.
2. Press **3** Administer Personal Greetings.
3. Using the keypad, enter the number of the greeting you wish to activate (i.e. 1, 2, 3, etc.)
4. Press **#** when finished.

Logging into Voicemail After a Password Has Been Created

1. Dial into Voicemail.
If on campus, dial extension **8122**.
If off campus, dial **1 508 929-8122** or **508 929-8122**
2. Enter the **WSC office phone extension assigned to you** followed by the **#** sign.
3. Enter your **Password** and **#**
To Record Messages, press **1**
To Get Messages, press **2**
To Administrator Personal Greetings, press **3**.

Recording Your Name

Although the voice message mentions three options, there actually are additional choices. In order to record your name for the phone assigned to you, you'll need to use # 5.

1. Log into Voicemail (Audix) by dialing 8122.
2. Enter your Phone extension and the # sign.
3. Enter your Audix password and press the # sign.
4. When you hear "Administer Personal Greetings, Press 3", **press 5**.
5. Several selections will be stated. When you hear "To record your name press 5", **press 5** on the keypad.
6. You will hear the current name and instructions for recording your name.
"At the tone say your name. Then, press 1."
7. Your recorded name will play back and you will need to press the # sign after you record your name to approve it.