

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 Multi-Line Telephone

CALL FORWARD

To Activate without lifting handset:

1. Press the FORWARD button (indicator flashes).
2. Dial forwarding number.
3. Press the FORWARD button (indicator stops flashing).

To Cancel:

1. Press the FORWARD button (indicator goes off).

To Reinstate:

1. Press the FORWARD button twice (indicator goes on).

CALL PICKUP

1. Lift handset and listen for dial tone.
2. Press the CALL PICKUP button or dial 83.
3. Answer call.

CALL TRANSFER

1. Press the TRANSFER button.
(First call is placed on consultation hold).
2. Dial number and announce caller in privacy.
3. Press the TRANSFER button again and hang up.

CONFERENCE CALLING

1. Press the CONFERENCE button.
(First call is placed on consultation hold).
2. Dial number and announce conference.
3. Press the CONFERENCE button again and repeat procedure for additional conferees, (up to six parties, including yourself).

AUTO DIAL

To Program:

1. Press the AUTO DIAL button (indicator flashes)
2. Dial number to be programmed.
3. Press the AUTO DIAL button again (indicator goes off).

To Use:

1. Lift handset and listen for dial tone.
2. Press the AUTO DIAL button (number is automatically dialed).

LAST NUMBER REDIAL

1. Lift handset and press EXTENSION button once (number is automatically dialed) or for HANDS FREE button press EXTENSION BUTTON twice.

DIAL INTERCOM

To Use:

1. Press INTERCOM button and listen for dial tone.
2. Dial intercom group number (1, 2, 3, etc.).

MESSAGE WAITING

1. Message indicator light flashes.
2. Press your EXTENSION button.
3. Press MESSAGE button. Follow prompts to retrieve message from voice mail system.

PROGRAM KEY

To Use:

1. Press Program button
2. Press scroll bar key to find code
3. Enter selected code
4. Press scroll bar up or down to make adjustments
5. Press Program button to end.

CODE

- 00 VOLUME CONTROL
- 02 CONTRAST ADJUSTMENT
- 05 LANGUAGE SELECTION
- 09 KEY CLICK

Introducing your Meridian Digital Telephone

Message Waiting Light

The Message Waiting light turns on to indicate that a message has been left for you.

LCD Indicator

A steady ► means the feature or line is active. A flashing ► means the line is on hold or the feature is being programmed.

Meridian Display Option

The Meridian Display Option, with adjustable angle and contrast, shows you features, instructions, and incoming call information. It attaches to the M2008/M2008HF or M2616, and is standard on the M2216ACD.

Release

By pressing [Rls], you can disconnect an active call. You may also hang up the handset. [Rls] is especially useful for disconnecting handsfree calls.

Hold

By pressing [Hold], you can put an active call on hold. Return to the caller by pressing the extension key beside the flashing ►.

Microphone

A microphone is an integral part of the M2616 and M2008HF telephone, allowing you to have a telephone conversation without using the handset.

Volume Bar

Use [V] to control the volume of the handset and the speaker. Raise the volume by pressing the right side of the bar. Lower it by pressing the left side.

Feature keys

You access telephone features and telephone lines with the feature keys. The keys are labeled for your convenience.

Main Extension key/Primary Directory Number (DN) key

By pressing the lower right-hand key (or lifting the handset), you can make a call on your primary line. The telephone may also have other line keys. (The M2006 only supports a single line key).

