

# Campus Phone & Voicemail

## For Faculty and Staff:

So I have a new telephone. How do I ...?  
[setup and use my voicemail?](#)

### place a call?

- Lift handset OR Press the "New Call" softkey
- Dial the 4-digit extension for on campus calls
- If you are calling a non-local landline or mobile phone, dial **7 + 1 + area code + phone number**.

### place an emergency call?

- Dial **9-1-1** (no prefix needed)

### access call history (list of missed calls, received calls, and calls that I've placed)?

- Press the "**Directories**" button on your phone, you will see missed calls, received calls, placed calls and a corporate directory.
- Press missed, received or placed calls. You will see the last 99 calls in the category.

### look up a campus phone number?

- Press the "**Directories**" button on your phone. Corporate Directory is one of the choices.
- You may choose to look up any faculty or staff member either by First Name, Last Name, or both.
- Dial a name, into the chosen field, by pressing the corresponding number assigned to each letter. For instance, to search for George you would dial 4,3,3,6,6,6,7,7,7,4,3,3; where 4=G and 3,3=E, etc.
- Push the "**Search**" softkey to search for matches in the directory
- Use the up & down arrows to highlight the correct listing
- Choose the "**Edit Dial**" softkey to display the phone number
- Push the "<<" softkey to remove the + sign in the phone number and then push the "**Dial**" softkey to place the call

### put a caller on hold?

- Press the "**Hold**" button or softkey.
- To reconnect, press the same button/softkey. On multi-line phone, press the line button.

### transfer a call?

- Press the "**Transfer**" softkey, dial **the phone number** you would like to transfer to, and **press "Transfer" again**.

### activate call-forwarding?

- Press the "**Fwd All**" softkey, dial the number you want to forward to (the softkey will change to "Fwd Off").
  - If you are forwarding to a non-local landline or mobile phone, press **7 + 1 + area code + phone number**.
- If you want calls forwarded to your voice mail, press "Fwd All", then press "voicemail" button.
- To deactivate call-forwarding, press the "Fwd Off" softkey.

### set an automatic "vacation message" greeting?

- [Connect to your voicemail](#).
- At the main menu, press **4** for setup options.
- Press **1** for greetings.
- Press **2** to turn on your alternate greeting.
- Follow the voice prompts.
- Exit or hang up.
- To de-activate: repeat these instructions.

[Advanced Telephone Features](#) - including "how to choose your ring tone"

## Related articles

- [Campus Phone & Voicemail](#)
- [Internet & Campus Network](#)
- [Voicemail System: Quick Reference](#)
- [Voicemail Initial Setup Instructions](#)
- [Campus Voicemail](#)