



Phone and Voice Mail Tip Sheet

General Features

Set Up Voicemail Messages

1. Press the **Messages** button
2. Enter **Password** and **#** key
3. Press **5** on the keypad
4. Follow the voice instructions
5. Speak into the handset to record greeting
6. Press **#** key to end recording
7. Press **1** to review recording
8. Press **2** to save greeting
9. Press **1** to activate new greeting

Voicemail Navigation Commands

- Select the **Messages** button
- Enter **Password** and **#** key
- Press **1** to access new voicemail messages
- Press **3** to access saved or previously read voicemail messages
- Press **4** to send a new voicemail message
- Press **5** to set greetings or change other options
- Press **0** to speak with an operator
- Press **9** to repeat the main menu
- Press ***** to terminate the call

Access Voicemail

The red light on the handset indicates a voice mail message and **You Have Voicemail** is displayed on the screen.

1. Press the **Messages** button and follow the voice instructions

When off campus:

1. Dial **(517)267-5800**
2. At the voice prompt, dial your **4-digit number**, press **#**, and follow the voice instructions

Message Playback Functions

These commands apply to unread, previously read or saved messages:

- Press **1** to **increase** volume; press **4** to **decrease** volume
- Press **2** to **speed up** playback; press **5** to **slow down** playback
- Press **3** to **fast forward** message; press **6** to **rewind** (10 seconds)
- Press **7** at any time during the message playback to **delete**
- Press **8** to **pause** playback; press **0** to **resume** playback
- Press **9** to **skip to the end** of the message

Transfer a Call to Voicemail

1. Press the **Trnsfer** softkey
2. Dial **5800 (Do Not respond to recording)**
3. Press ******, dial extension, and press **#** (****1234#**)
4. Press **Trnsfer** softkey

Forward All Calls to Voicemail

1. Press **CFwdALL** softkey
2. Press **Messages** button
3. Press **CFwdALL** softkey to cancel

Answer a Second Incoming Call

1. **Scroll** to second caller shown on screen
2. Press **Answer** softkey (1st caller is automatically on hold)
3. **Scroll** to first caller shown on screen
4. Press **Resume** softkey (2nd caller is automatically on hold)

Add/Update Speed Dials

Speed Dials are one of two-five lines displayed on the right side of the phone screen depending on the model of phone. By pressing the corresponding button, the numbers will be automatically dialed. Follow the steps below to add or update speed dials.

CallManager Access:

1. Launch **Internet Explorer**
2. Type in **https://volare/ccmuser**
3. Enter your **TUID and password** (default password is 12345)
4. Click **Log On**
Welcome (Name) will appear with the Options Menu

User Options Menu:

1. Select **Add/Update Speed Dials**
2. Enter a **4-digit extension** or **external number** (include the 8)
3. Enter the **Display** text of each number
4. Click **Update**

General Features Continued

Place a Conference Call

1. During a call, press **More** softkey
2. Press the **Confrn** softkey next (1st caller is automatically on hold)
3. Dial another **number** or **extension**
4. When the call is answered, press **Confrn** softkey (2nd party is added to the conference call)
5. Repeat these **steps** to add others to the conference call

Use the Corporate Directory

1. Press the **Directories** button.
2. Press **4** or **5** on the keypad
3. Use the **Scroll** softkey to select First Name, Last Name, or Number
4. Use the numbers corresponding to the letters on the dialing pad to enter a name or number to find it in the directory.
5. Press the **Search** softkey
6. **Scroll** to desired name
7. Pick up **handset** to automatically dial

Example: j-Press 5 one time
o-Press 6 three times
e-Press 9 two times

NOTE: It is not necessary to enter a complete name or number to conduct a search. For example, First Name entry *jam*, and Last Name entry *smi*, could result in James Smith.

Resources

Set/Change Your Phone Preferences

In Outlook:

1. Select **Tools** on the toolbar
2. Select **Options** in dropdown menu
3. Select **Oracle Connector** Tab
4. Select **Voice Mail Options**
5. Change one or all of these options: Greeting, Voicemail Text Name (name shown in email), Attendant Extension (zero out extension)*, New Voicemail Password
6. Select **OK**
7. Select **OK** again

In Star Port:

1. Click **Messages** in **QuickLinks** box
2. Select **Voicemail** Tab
3. Select **Preferences** Hyperlink (upper right hand of screen)
4. Select **Voicemail/Fax** Tab
5. Change one or all of these options: Greeting, Voicemail Text Name (name shown in email), Attendant Extension (zero out extension*), Change Password
6. Select **Update Settings**

***Attendant Extension (zero out extension):** The automatic zero out extension is the Information Center. You must set the Attendant Extension to direct your zero out voicemail calls to a specific phone. **On campus** numbers require only the 4-digit extension of the phone you have selected. **Off campus** numbers require the (8) plus the area code when area code is not 517.

Find Help or Report Problems

Information about the various features and services available can be located in the Cisco CallManager User Options menu under View the **User Guide** at <https://volare/ccmuser>.

Voicemail System Access Request Form:

System Access Forms are available in Star Port: >My Place tab>Employees subtab>HR and Finance Request Forms in the Work Links portlet>Systems Access tab>select account access>Request Access button.

If you are experiencing phone problems, **try resetting your phone by pressing** (* * # * *).

For further assistance contact the **LCC Help Desk**:

- 517-483-5221
- lcc1@lcc.edu
- www.lcc.edu/helpdesk

