# Phone and Voice Mail Tip Sheet

## General Features

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<td>2. Enter Password and # key</td>
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<td>3. Press 5 on the keypad</td>
<td>Press 1 to access new voicemail messages</td>
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<td>4. Follow the voice instructions</td>
<td>Press 3 to access saved or previously read voicemail messages</td>
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<td>6. Press # key to end recording</td>
<td>Press 5 to set greetings or change other options</td>
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<td>7. Press 1 to review recording</td>
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<td>8. Press 2 to save greeting</td>
<td>Press 9 to repeat the main menu</td>
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<td>9. Press 1 to activate new greeting</td>
<td>Press * to terminate the call</td>
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### 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

### 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 Transfer softkey
2. Dial 5800 (Do Not respond to recording)
3. Press **, dial extension, and press # (**1234#)
4. Press Transfer 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
**Place a Conference Call**

1. During a call, press More softkey.
2. Press the Confrn softkey next (1<sup>st</sup> caller is automatically on hold).
3. Dial another number or extension.
4. When the call is answered, press Confrn softkey (2<sup>nd</sup> 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.

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**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.

*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.

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**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](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