Voicemail (Envelop button)

- **Setup Voicemail**
  - Press the "Envelope" button on the phone which will direct you to your voicemail box (*make sure YOUR line is "active" - green light*)
  - It will ask for your PIN (*followed by #*), which is set to the default of 123789. If entered wrong the first time, it will then ask for your ID (4 digit extension) and then the PIN again.

- **Change Voicemail PIN**
  - Click the "Envelope" button (*YOUR line "active")
  - Enter PIN (*followed by #*)
  - Choose option 4 (Set up options)
  - Choose option 3 (Preferences)
  - Choose option 1 (Change PIN)

- **Received Voicemail**
  - Solid red light indicator on handset
  - New Voicemail message will appear on display screen
  - If on the line when another call comes in, system is set to send caller straight to your voicemail

- **Checking Voicemail (3 different ways)**
  - **First Way**
    - Select YOUR line and then press the "Envelope" button (*the speaker phone will automatically turn on*)
    - Enter PIN (*followed by #*)
  - **Second Way**
    - Pick up the handset
    - Press the "Envelope" button OR dial 7000
    - Enter PIN (*followed by #*)
  - **Third Way (Away from your desk)**
    - Dial 460-2362 and the Unity Connection greeting will begin
    - MUST press *
    - Enter User ID (4 digit extension) & PIN (*followed by #*)

- **Voicemail Locked Out**
  - If you keyed the PIN incorrectly 3 times, BUT you know the PIN, wait 30 minutes and your voicemail will unlock automatically

- **Forgot PIN**
  - Call the IT department to have voicemail PIN reset

- **Expiring Voicemail PIN**
  - Press the "Envelope" button (*make YOUR line "active")
  - Enter PIN to access your voicemail box
  - Listen to the options for changing your PIN

- **Send callers directly to Voicemail**
  - Transfer button + * + Extension

Questions, call the IT dept. 870 460 1036
Place a Call
- Campus (Monticello, Crossett, & McGehee): dial 4 digit extension only
- Local calls: dial 9 + 870 + number
- Long distance calls: dial 9 + 1 + area code + number
- International calls: dial 9 + 011 + number (phones needing INTL dialing require Executive Council Pre-Approval)

Hold a Call
- Press Hold button (upside-down phone handset with line underneath it)

Mute a call
- Press Mute button (microphone with slash through it)

Transfer a Call
- Press transfer button (arrow pointing at person) + extension/number + transfer button again

Forward Calls
- Press FWD ALL soft key + extension/number
- Press FWD ALL soft key + Voicemail button

Conference Calls (Speaker Phone is needed)
- The system can handle 4 people on a call (1 person to initiate the call, and 3 more people to join)
  - **Place a Conference Call**
    - During a call, press Conference button to open a new line and put first party on hold
    - Place a call to another number
    - When call connects, press Conference again to add new party to existing call with first party
  - **End a Conference Call**
    - Hang up handset OR press Cancel soft key

Directory Search
- Click on the “Book” button
- Scroll down using the up & down arrows and choose Corporate Directory
- Search by Last Name, First Name, or Extension Number
- Click Search for details

Settings (Gear-shaped setting button)
- Click on the “Settings” button
- Call history
  - Press the select button (button between up & down arrows) to choose a Line(s)
- Preferences
  - Ringtones
  - Contrast