

# ePhones@VCU



V i r g i n i a   C o m m o n w e a l t h   U n i v e r s i t y

## Call Appearances

Your extension number is programmed three times allowing you to receive up to 2 incoming calls at any given time. If a 3<sup>rd</sup> call comes in and two of the appearances are active, the third call automatically routes to voice mail or 1<sup>st</sup> point of coverage.

## MESSAGE WAITING LAMP

When lit, indicates that you have a new voice mail message waiting.

## Voice Mail

- 1 Log into Voice Mail by dialing: Internally **8-3665** or press SD 3665 button. Externally: **828-3665 or Toll Free 888-828-3665**
- 2 Enter your **5 Digit** Extension Number followed by the # (or, if you are at your extension, simply press #)
- 3 Enter the Default password: **142536** followed by the # sign.

**PROMPT:** You will be prompted to change your password and record your spoken name.

## PROMPTED TO CHANGE DEFAULT PASSWORD (6 digit minimum)

1. Enter a new password 6 to 15 digits followed by the # sign.
2. Re-enter password (as system verification) followed by the #sign.

*Setting up your mailbox is now completed – from now on, Log-In as follows:*

1. Dial into Voice Mail
2. Enter **5 Digit** EXTENSION and # sign.
3. Enter NEW Password and # sign.

## Call Forward

Allows you to temporarily forward your incoming calls to another extension. Press the Call Fwd button to activate & then enter the extension number. You should hear a confirmation tone. Press the Call Fwd button again to deactivate.

## SD 83665

A speed dial button that dials the voice mail access number for you.

## Send All Calls

Allows you to temporarily re-direct all incoming calls to your extension to 1<sup>st</sup> point of coverage, ex: voice mail. Press the **<Send Calls>** button to activate/de-activate the feature

## HOLD

Puts the active call on hold. To re-enter call, press button corresponding to the shaded line.

## TRANSFER

To transfer a call to another extension;

1. Press **TRANSFER** (*the system automatically puts the original call on hold & gets dial tone from another line*)
2. Dial the extension number you want to transfer the call to
3. Press **TRANSFER** again

*To abort the transfer & return to the original call, simply press the button corresponding to the shaded line on hold*

## CONFERENCE

1. Press **CONFERENCE** (*The system automatically puts the original call(s) on hold & gets dial tone from another line*)
2. Dial the internal/external number you want to add to the call (Repeat for a total of **6** parties)
3. Press **CONFERENCE** again.

To add a call on hold to a conference call, press **CONFERENCE**, press the Line/Feature button of the held call, press **CONFERENCE** again.

## DROP

Drops the last party you added to the conference call.

## SPEED DIAL APPLICATION

Allows you to add, edit or delete up to **48** speed dial numbers which are sorted alphabetically. See the **4610 SW IP Telephone Quick Reference Guide** at [www.ePhones.vcu.edu](http://www.ePhones.vcu.edu)

## REDIAL

Automatically dials the last extension or outside number you dialed.

## SPEAKER

Toggles the speakerphone off and on

## MUTE

Turns off the microphone in the handset, speaker or headset so the caller cannot hear you.

## VOLUME CONTROL

Adjusts handset, speaker, and ringer volume depending on which item is in use.

## OPTIONS

Used to set-up and update phone appearance and screen functions

## DISPLAY (HOME SCREEN)

Shows available programmed call appearances and features

## APPLICATION SOFTKEYS

Navigate the application screens

## PHONE/EXIT

Displays the main screen, exits from special features and returns the display to normal

## PAGE RIGHT/LEFT ARROWS

Press to scroll between screens

## CALL LOG APPLICATION

Keeps a log of **15** unanswered, **15** Incoming Answered and **15** Outgoing calls. See the **4610 SW IP Telephone Quick Reference Guide** posted at [www.ePhones.vcu.edu](http://www.ePhones.vcu.edu) for more information