

A QUICK GUIDE FOR TELEPHONE USE

CALLING INSTRUCTIONS

On Campus Calling:

- Enter 4 digit extension
- Campus Security dial 1421
 - Emergency:* 1465 (on campus); 610/861-1465 (off-campus)
 - Nonemergency:* 1421 (on campus); 610/861-1421 (off-campus)

Local Calls:

- Enter 9 + area code + seven digit number

Long Distance Calls:

- Enter 8 + 7 (business) + authorization pin code + 1 + area code + seven digit phone number
- Enter 8 + 8 (personal) + authorization pin code + 1 + area code + seven digit phone number

International:

Enter 8 + 7 (business) + authorization pin code

- Enter 011 + country code + city code + number

Enter 8 + 8 (personal) + authorization pin code

- Enter 011 + country code + city code + number

Toll Free:

- Enter 9 + 1 + 800 + seven digit number

Checking voice mail from your desk phone:

- Press the orange envelope key and then the soft key corresponding to voice mail on your display
OR Press * # #
- Enter your security code

Checking voice mail from home phone:

Dial (610) 625-7900

Press #(pound)

Enter your extension

Enter your security code

Questions or problems concerning telephone dialing should be directed to LouAnn Vlahovic, switchboard operator at extension "0".

SETTING UP YOUR MAILBOX

MORAVIAN COLLEGE
CallXpress Voice Mail Setup

BEFORE YOU START:

To set up CallXpress, your system administrator will give you the following information:

- Subscriber extension number
- Long distance authorization pin code
- System administrator will also give you a default security code to use when logging on for the first time. **New Users enter '0000'**

GAINING ACCESS TO YOUR MAILBOX:

1. Call extension number
2. Press #
3. If prompted, enter your subscriber mailbox number.
4. Enter a security code (or the default code)

USING YOUR MAILBOX AFTER SETUP

TO LOG INTO YOUR MAILBOX FROM HOME:

- **Dial** 610-625-7900 from any touchtone telephone 24 hours a day
- **Press #** (pound)
- **Enter** extension number
- **Enter** security code

TO LOG INTO YOUR MAILBOX FROM A CAMPUS TELEPHONE ASSIGNED TO YOU

- Press the orange envelope key and then the soft key corresponding to voice mail on your display
- OR Press * # #
- Enter your security code when prompted *or*

TO LOG INTO YOUR MAILBOX FROM A CAMPUS TELEPHONE NOT ASSIGNED TO YOU

- Dial 7900
- Press # (once the voicemail picks up)
- Enter extension number
- Enter the security code

VOICE MAIL

GREETING SUGGESTIONS

Standard Greeting Suggestions:

- Hello, this is _____. I am away from my desk but I will be in the office until _____. Please leave a message and I will return your call as soon as possible.
- Hello, you have reached _____. I am in the office from _____ until _____. However, I am currently away from my desk. Please leave a message and I will return your call as soon as possible.
- Hello, this is _____. I am unable to answer your call at the present time however I am in the office. Please leave a message and I will return your call as soon as possible.

Busy Greeting Suggestion:

- Hello, this is _____. I am currently on the phone. Please leave a message and I will return your call as soon as possible.

Alternate Greeting Suggestions:

- Hello, this is _____. It is _____ and I will be out of the office for the entire day. Please leave a message and I will return your call _____.
- Hello, this is _____. I will be out of the office from _____ until _____. If you would like to leave a message, I will return your call upon returning to the office or you can dial _____ to speak to _____.
- Hello, you have reached _____. I am currently out of the office. If you would like to leave a message, I will return your call on _____.

REMINDER: Remember to change messages when you return to office.

VOICEMAIL TIPS

	SHORTCUTS
If you want to....	
Listen to new messages	1
Listen to saved messages	5
Listen to and recover messages marked for deletion (in this session only)	7
Review, forward, delete or save messages you've selected	6
Record a message for another subscriber	
While Listening to a Message:	
Increase playback speed	1 4
Decrease playback speed	1 7
Increase playback volume	1 6
Decrease playback volume	1 9
Skip ahead five second	9
Skip back five seconds	3
Quickly discard (delete) the message and go directly to the next message	4
Quickly save the message and go directly to the next message	5
Skip to the next message	7
Setting Up Your Mailbox	
Change your busy greeting	3 1 3 3 or 3 5
Change your name recording	3 1 5
Change your out-of-office greeting	3 1 3 3 or 3 6
Change your password	3 1 4
Change your standard greeting	3 1 3 2 or 3 4

Phone Information



Display: Dynamic Interactive screen that offers information on an as needed basis.


Three tabs: Menu, Main, and Information.

Soft Keys: Corresponds with the Display information.


Menu Tab: Allows you to program your phone settings.


Main Tab: Allows you to view other extensions and use personal speed dials.


Info Tab: Allows you to view your extension and programmed name.

 **Navigator:** This circular pad allows you to scroll up, down, left and right through the display options.

OK: Allows you to confirm options. Think of it as an enter button.

 **End:** To terminate a call or programming.

 **Envelope:** To access mail services.

 **Guide Key:** Used to obtain information on features of the 'menu' page and to program key of the 'perso' page.

 **Mute:** To temporarily turn off your station microphone during your call.

Interphone/Intercom: You can choose up to ten people to program in your Interphone group. Press the Mute key while your phone is idle to activate the Handsfree feature. When someone who is in your Interphone group calls you, the speaker will automatically answer without lifting the handset.

Audio Keys:



Speakerphone: Press this button to activate the telephone's microphone and speaker for hands-free operation.

Listen: Press and hold this button to allow others to hear the caller while you use the handset.



To reduce speaker or handset volume.



To increase speaker or handset volume.

Park: Parking an external call means to place it on a system hold on either your own extension or any extension on the system for retrieval at a different telephone.

To place a call on park: Press the line key, then *75 followed by the station (extension) number of the destination.

Note: Failure to enter a destination leaves the call parked on your extension.

To retrieve a parked call at the destination telephone: Press *75.

To retrieve a parked call at any other telephone in the system: Press *75 plus the extension number of where the call is parked. If a parked call is not retrieved, it will eventually default to the operator.

Quick Reference Card



CallXpress® Quick Reference Card

