Phone Guide

This is a general document which describes how to use your Avaya VOIP (Voice Over IP) phone. Once, because of campus-wide internet issues, all of these VOIP phones stopped working. If such an event occurs again and you need to contact ITC, please send us an email (help@nmt.edu) or call us from your cell phone (575-835-5700). We will have a working analog phone in the office to take phone calls.
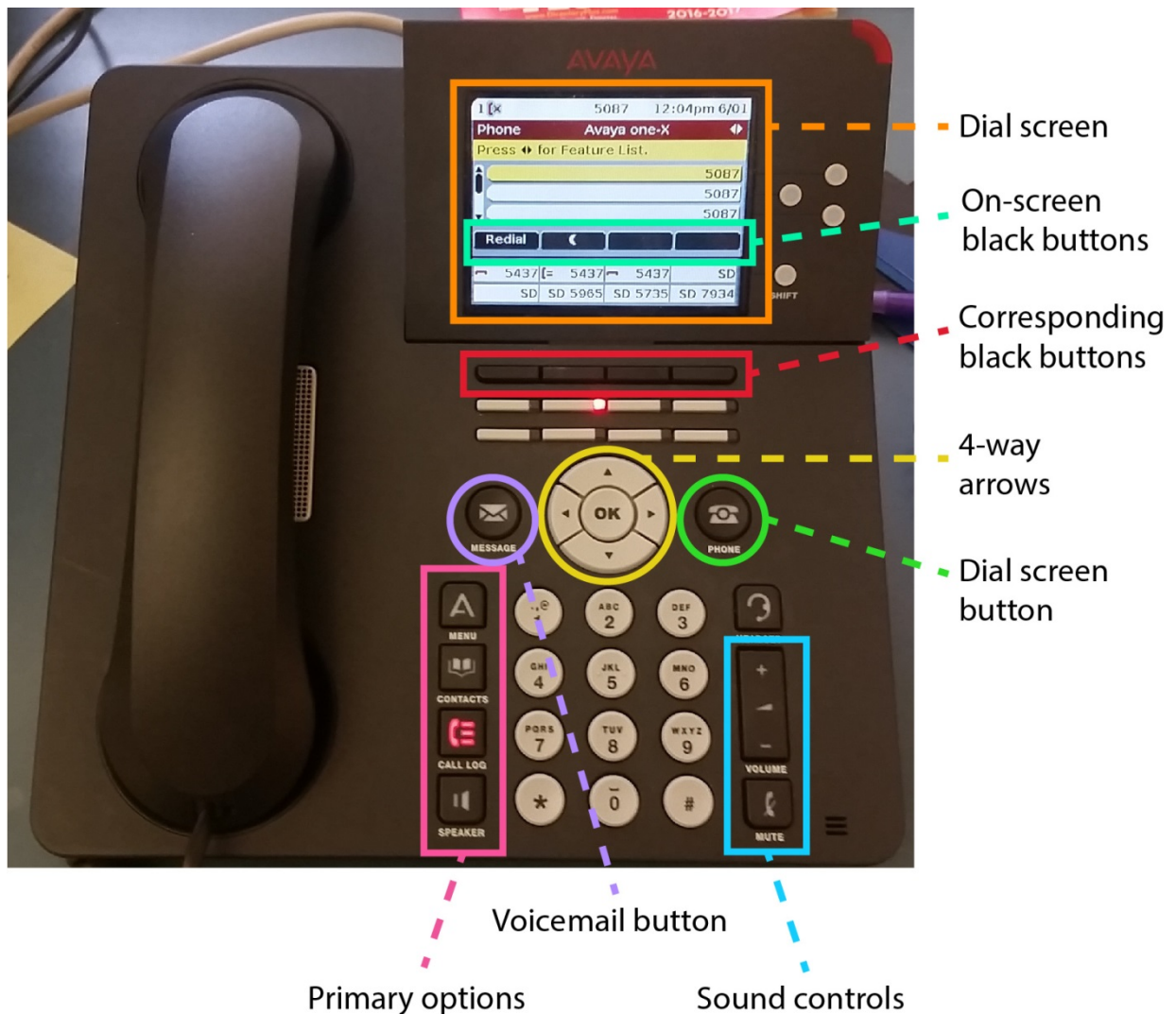
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Basic phone features

Entire phone

The phones ITC uses come with a multitude of features, but only a few are critical to the UC job. These include the dial screen, primary phone options (menu, call log, speaker phone), and sound controls (mute and volume buttons). There is a row of black buttons directly below the dial screen that correspond with the row of on-screen black buttons (more on this later) and a 4-way arrow control plus "OK" button. There are also buttons to access the dial screen (labeled Phone) and voicemails (labeled Message).

The volume control will change the volume of the phone. If the phone is idle, the volume buttons adjust the ringer volume for the phone, which can help make the phone easier to hear if there is background noise or make it quieter if someone else is working in the room. If someone is talking on the phone, the volume buttons adjust the volume of the call. Some people talk on the phone very loudly or softly; the volume control is very useful in those situations.

The mute button is an alternative to putting people on hold, simply muting all sounds the other person would hear. If you need to turn aside from the phone for a moment to ask a question of someone in the office, the mute button is a good option.

The speaker button places the active call on speakerphone, which helps when two or more people need to speak to someone at once and they are all present at the Help Desk.
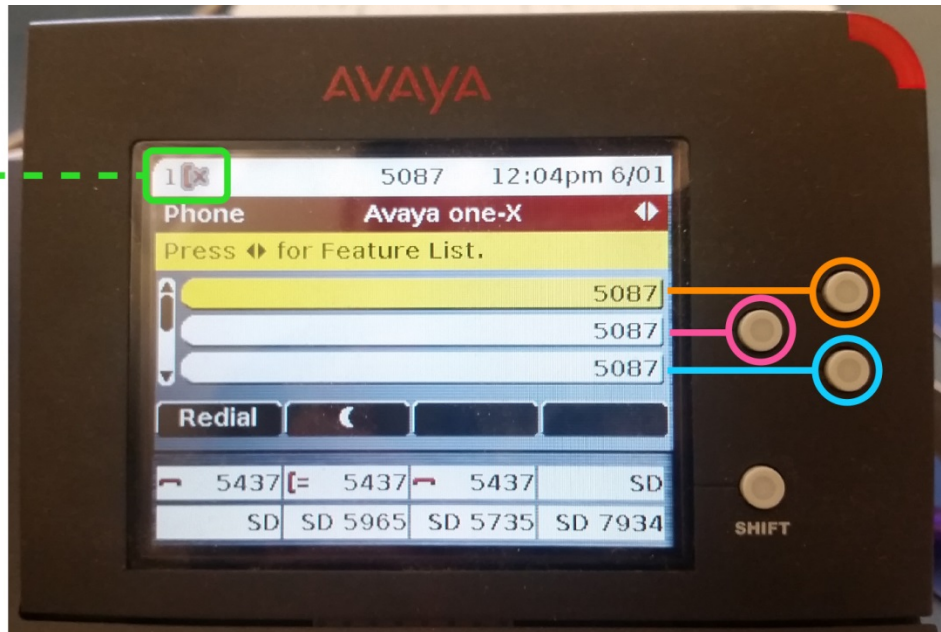
The arrows and okay button can scroll through submenus of phone options (discussed next). If you are in a submenu and want to get back to the main phone screen easily, simply press the *Phone* button.
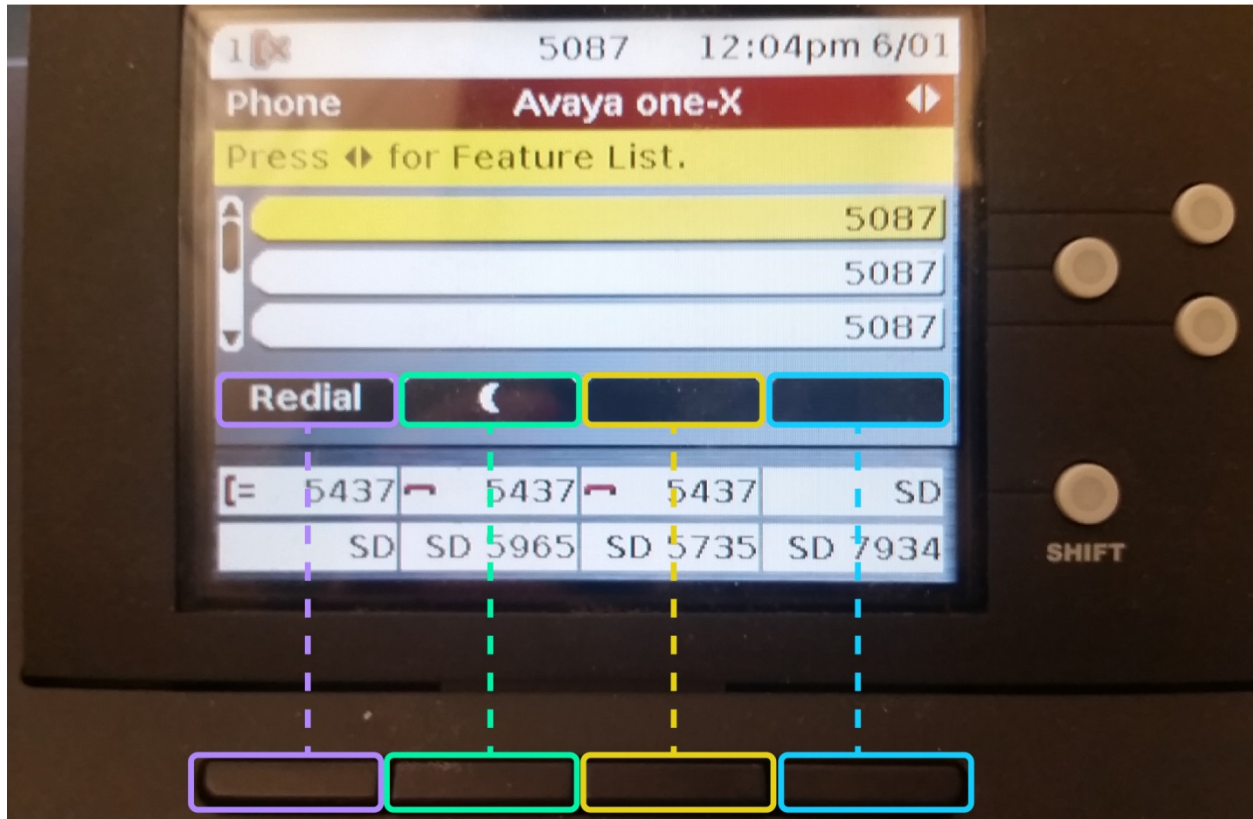
Dial screen

The screen at the top right of the phone is **not** a touch screen and serves as a dial screen and main display for the phone. Each of the available phone lines (the active one is highlighted in yellow) can be accessed with one of the three grey buttons to the immediate right of the screen. There are faint lines etched into the phone from the button to the corresponding line; to open that line, simply press the button.

All of the available lines are labeled with your extension. If there is an icon with a phone and red X in the top left of the screen, that means that there was a missed or dropped call.
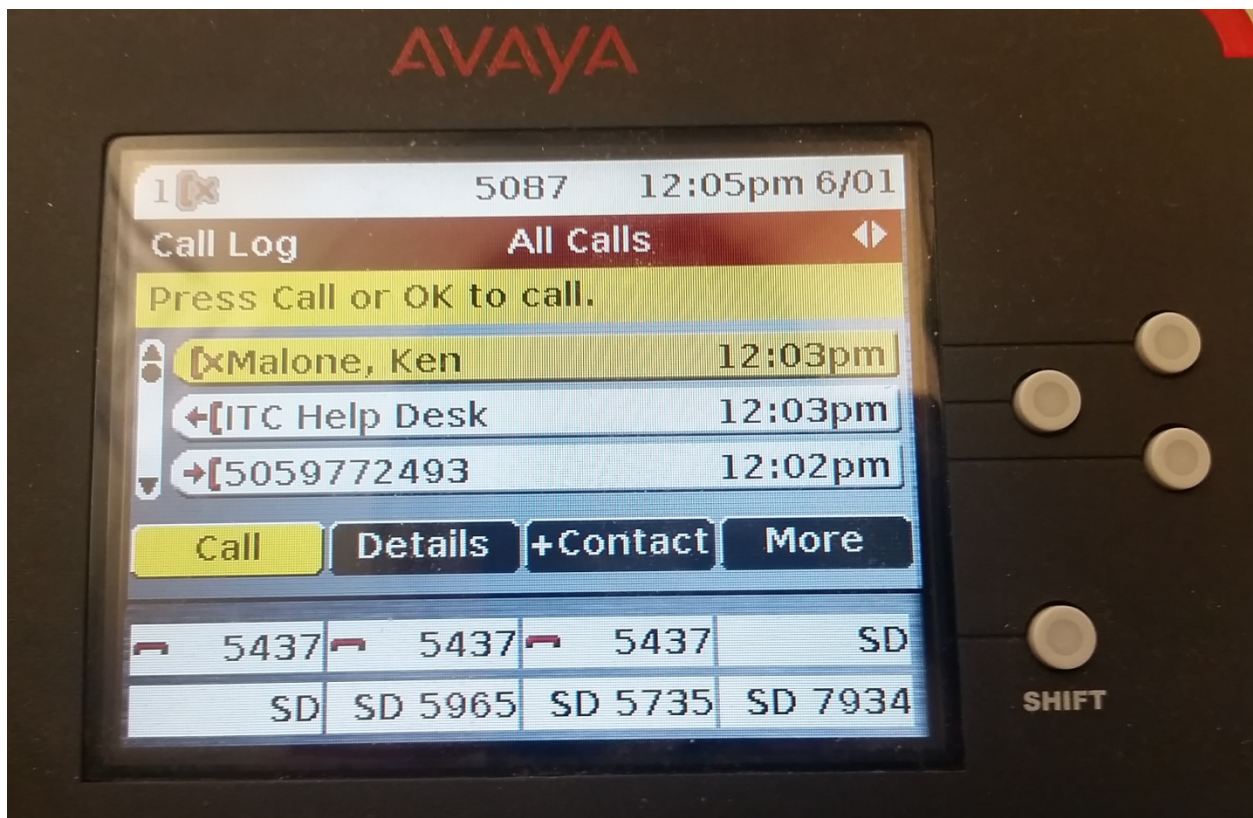
Missed call notification

The four black buttons on the screen have physical counterparts at the bottom of the screen. For example, to redial the last called number from the main screen, press the farthest left black button in the row. This is a useful feature when you want to call someone right back after just speaking with them.
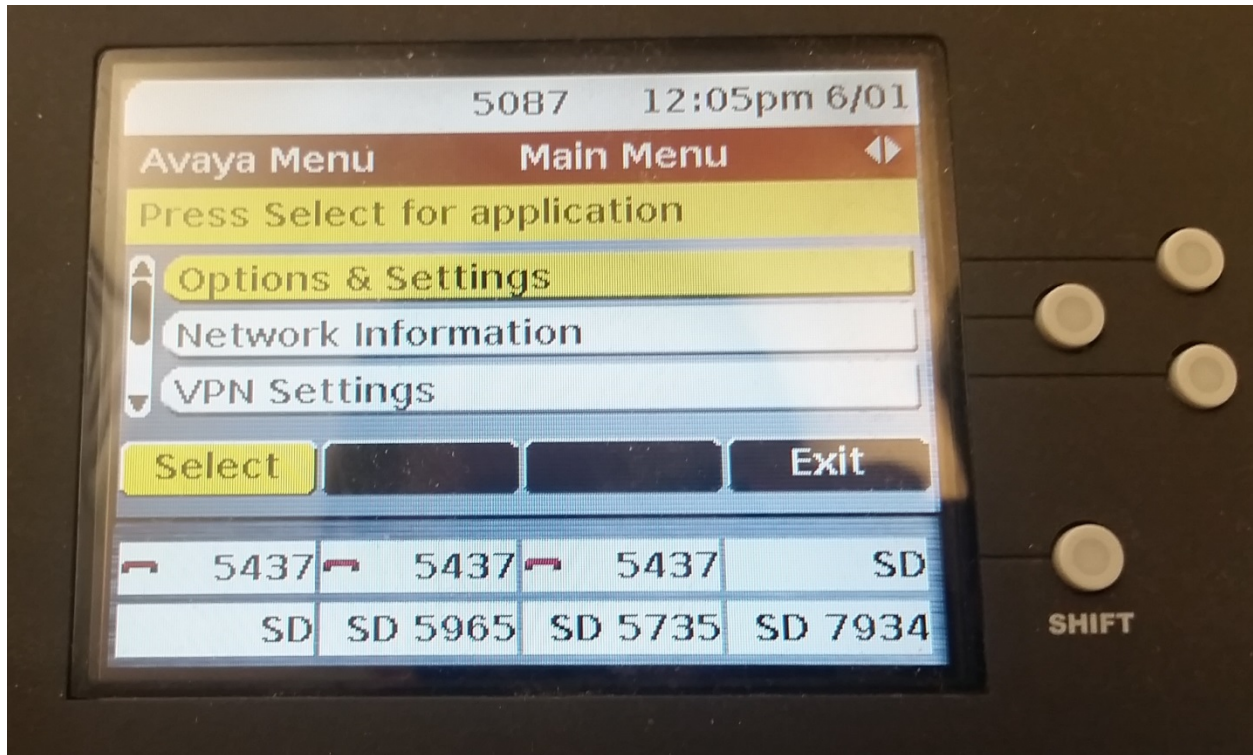
Call log

The call log will bring up a list of all recent calls, whether incoming or outgoing. If someone called recently but they are not at the top of the redial queue, the call log is a useful way to look up their number and/or call them back. Off-campus numbers may or may not be displayed in full; sometimes they are simply displayed as *Quest PRI Local*.

The list of recent calls can be scrolled through using the grey 4-way arrows; to call the highlighted number, simply press the furthest left black button (same button used to redial someone in the previous section). The number may not dial immediately, but give it a sec and try again if necessary. Additionally, you will not always be returned to the main dial screen from the call log when you call someone back. To exit the call log, press the Phone (Dial screen) button to the immediate right of the grey arrows.

Menu

The menu button is labeled as such, with a small icon of a stylized A on the button itself. From the menu, you can change options about the phone such as call, application, screen, and sound settings. To select an option, press the farthest left black button. To exit, press the farthest right back button. Most likely, you won't need to access the menu very often (if at all).

Answering the phone

To answer the phone, simply pick it up and give a greeting.

Dialing out

On-campus number

To call someone on campus, simply pick up the phone and type their four digit extension.

Off-campus number

To call someone off campus, pick up the phone, dial 91 (for long-distance calling), and then the area code and number. For example, to call the phone number 575-876-1254, dial *91-575-876-1254*.

Transferring calls

Whenever you transfer a call, make sure the line you wish to transfer is active/open (highlighted in yellow).

On-campus number

To transfer a call to an on-campus number, hit the black button corresponding with the on-screen transfer button, dial the on-campus extension (four numbers), and hang up. The transfer will complete automatically.

Off-campus number

To transfer a call to an off campus number, hit the black button corresponding with the on-screen transfer button, dial the off-campus number (beginning with 91), and hang up. The transfer will complete automatically. For example, to transfer the call to the phone number 575-876-1254, dial *91-575-876-1254*.

Forwarding your phone number

To forward your extension to another extension immediately: Dial *2 and then the extension to be forwarded to. You should hear a beep. If not, wait a couple of seconds, then hang up.

To forward your extension to an outside phone immediately: Dial *2 9 1 and then the outside number (beginning with the area code). You should hear a beep. If not, wait a couple of seconds, then hang up.

To forward your extension to another extension after three rings: Dial *3 and then the extension to be forwarded to. You should hear a beep. If not, wait a couple of seconds, then hang up.

To forward your extension to an outside phone after three rings: Dial *3 9 1 and then the outside number (beginning with the area code). You should hear a beep. If not, wait a couple of seconds, then hang up.

To disable call forwarding, **do both of these steps.** First dial #2. You should hear a beep. If not, wait a couple of seconds, then hang up. Then dial: #3. You should hear a beep. If not, wait a couple of seconds, then hang up.

Setting-up voicemail

If you are trying to set up your voicemail from an on-campus phone, dial *7999*. If not, dial *835-7999*. Then dial the extension number of the voicemail you wish to set up and press *#*.

Record your name

After following the general instructions above, Dial *1* to record your name; you should hear a confirmation tone. Once you hear the tone, say your name. If you need to re-record, press *1*. Otherwise, you can press *#* to confirm.

Reset your voicemail password

After following the general instructions above, dial *5*. Then dial *4*. Then dial your new password: 0-15 numbers. Then press *#.* Redial your new password. *Press #* once again to confirm. You will now hear a confirmation dialogue.

Checking voicemail

If the message light (with the envelope icon on it) is flashing or simply on, it means you have at least one voicemail to listen to. To check voicemail, press the message button or dial *7999*. Then give the phone number followed by *#*. Put in your voicemail password, followed by another *#*.

Listen to the recorded menu and press 2 to begin listening to any new voicemails. 0 will start the next message, *D will delete the message, and # will skip it. When you are finished, hang up the phone or take it off of speakerphone (if you turned on the speakerphone).