CSU Voice Mail System
Instructions for Frequently Used Features

I. CHANGE YOUR PASSWORD
1. Log into voice mail (extension 2100).
2. Enter your four/five digit extension number. (The default password is the same as your extension number). First time users - the system will request that a new password is entered.
3. To change your password, press 84.
4. Enter the new password. (It must be 5 to 6 characters/digits in length.) Then press #. (Repeat this step twice)
   If your password expires, follow step 3 above.

II. RECORD A NAME
1. While logged into voice mail, press 89. Then press 5 on the dial pad.
2. Wait for a tone.
3. Record your name (your title and extension can be included).
4. Press # to end the recording.

III. RECORD AN EXTERNAL OR INTERNAL GREETING
1. Log into voice mail.
2. Enter 82 on the dial pad.
3. Press 1 on the dial pad to record external greeting
   Press 2 on the dial pad to record internal greeting
   (external greeting can be used for both)
4. To record the greeting, press 5 on the dial pad. Wait for the tone. Then record greeting
5. Press # on the dial pad to end the recording.
6. *** To listen to the greeting, press 2.
   *** To delete the greeting, press 76.
   *** To re-record the greeting, press 5.
7. Press 4 on the dial pad to exit the system.

IV. RECORD A TEMPORARY GREETING
If you will be out of the office, i.e., vacation, illness, business trip, etc., record a temporary greeting.
Once the set day and time expires, the system will revert back to your recorded external or internal greeting.
1. Log into voice mail.
2. Enter 82 on the dial pad.
4. Wait for the tone. Then record temporary greeting
5. Press # on the dial pad to end the recording.
6. Press 9 on the dial pad to set the expire day and time.
7. Follow step 6 underneath “external/internal greeting” above to delete and re-record the greeting.

SIX STEPS FOR PROFESSIONAL TELEPHONE ETIQUETTE:

1. **BE ALERT** - Show you are wide awake and willing to help the person calling.
2. **BE FRIENDLY** - Put a smile in your voice.
3. **SPEAK DISTINCTLY** - Use your natural voice. Pronounce words clearly, paying particular attention to word endings and numbers.
4. **BE EXPRESSIVE** - Let the caller know that their call is important. Use a moderate rate and volume of speech and avoid a monotone delivery; no one wants to feel like they are speaking to a computer.
5. **BE CONSIDERATE** - Do not try to carry on two conversations at once. A caller should not feel he/she is competing for your attention.
6. **BE COURTEOUS** - Use common courtesy words such as, "Thank you", "Please" and "You're Welcome".

Remember your telephone is the doorway to CSU. Callers will judge CSU by the welcome they receive and the helpfulness of your telephone attitude.

Chicago State University
The Office of Telecommunications
9501 S. King Drive
Cook Administration Building, Suite 106
Chicago IL 60628
Phone: (773) 995-2559
Fax: (773) 995-3762
e-mail address: www.csu.edu/is/telecommunications
CALL FORWARD
To Activate without lifting handset:
1. Press the FORWARD button (indicator flashes).
2. Dial forwarding number.
3. Press the FORWARD button (indicator stops flashing).
To Cancel:
1. Press the FORWARD button (indicator goes off).
To Reinstate:
1. Press the FORWARD button twice (indicator goes on).

CALL PICKUP
1. Lift handset and listen for dial tone.
2. Press the CALL PICKUP button or dial 83.
3. Answer call.

CALL TRANSFER
1. Press the TRANSFER button.
(First call is placed on consultation hold).
2. Dial number and announce caller in privacy.
3. Press the TRANSFER button again and hang up.

CONFERENCE CALLING
1. Press the CONFERENCE button.
(First call is placed on consultation hold).
2. Dial number and announce conference.
3. Press the CONFERENCE button again and repeat procedure for additional conferees, (up to six parties, including yourself).

AUTO DIAL
To Program:
1. Press the AUTO DIAL button (indicator flashes)
2. Dial number to be programmed.
3. Press the AUTO DIAL button again (indicator goes off).
To Use:
1. Lift handset and listen for dial tone.
2. Press the AUTO DIAL button (number is automatically dialed).

LAST NUMBER REDIAL
1. Lift handset and press EXTENSION button once (number is automatically dialed) or for HANDS FREE button press EXTENSION BUTTON twice.

DIAL INTERCOM
To Use:
1. Press INTERCOM button and listen for dial tone.
2. Dial intercom group number (1, 2, 3, etc.).

MESSAGE WAITING
1. Message indicator light flashes.
2. Press your EXTENSION button.
3. Press MESSAGE button. Follow prompts to retrieve message from voice mail system.

PROGRAM KEY
To Use:
1. Press Program button
2. Press scroll bar key to find code
3. Enter selected code
4. Press scroll bar up or down to make adjustments
5. Press Program button to end.

CODE
00 ..... VOLUME CONTROL
02 ..... CONTRAST ADJUSTMENT
05 ..... LANGUAGE SELECTION
09 ..... KEY CLICK