CALL FORWARD
To Activate without lifting the handset:
1. Press the Forward Key.
2. Dial the number where you want to forward your calls.
3. Press Done (to Activate Call Forward)
To Cancel:
1. Press the Check Forward (check FWD) Key.
2. Press Cancel Forward Key.
To Reinstall (using the same number)
1. Press Forward.
2. Press Done Key twice.

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

CALL TRANSFER
1. Press the Transfer Key.
   (First caller is placed on consultation hold)
2. Dial the number and announce caller in privacy.
3. Press Swap Key to switch between talking with the original caller and the new caller.
4. Press the Connect Key to complete the transfer.
5. Press Goodbye Key or hang up.
   * If your transfer was incomplete Press the Goodbye Key and Press Your Extension or Line Key with the flashing icon.

CONFERENCE CALLING
You can set up a conference call with up to six people including yourself.
To Activate:
1. While you are on a call Press the Conference Key.
   (First caller is on consultation hold).
2. Dial the number of the person you want to add to the conference.
3. Press Swap to switch talking with the original caller and the new caller.
4. Press Connect Key to complete (repeat steps 1,2, and 4 to add additional conferees).

JOIN A CALL
This feature allows you to connect an incoming call to a call already in progress thereby creating a conference call.
To Activate:
1. Press Conference Key.
2. Press the Extension or Line Key that has the caller you want to connect to your current call.
3. Press the Connect Key to join both parties.

LAST NUMBER REDIAL
1. Lift handset and press Extension Key twice
   (Number is automatically dialed) or for Hands Free
   press Extension or Line Key twice.

DIAL INTERCOM
To Use:
1. Press Intercom Key and listen for dial tone.
2. Dial intercom group number (1,2,3, etc.)
   Message Waiting:
   1. Message indicator light is on.
   2. Press Extension of Line Key.
   3. Press Message Key. Follow prompts to retrieve message for voice mail system.

OPTIONS KEY
1. Press Options Key.
2. Use Navigation Keys to move up or down through the Options List.
3. Press Select Key when the desired option is highlighted.
4. Press Done to save your changes.

DIRECTORY/LOG
To Access Redial List:
1. Press Directory/Log Key.
2. Use the Navigation Keys to highlight redial list.
3. Press Select Key.
4. Use Navigation Keys to scroll up and down to highlight redial number.
5. Press Dial (your call is automatically dialed and you will exit the Redial List).

ACCESS PERSONAL DIRECTORY
To Activate:
1. Press Directory/Log Key.
2. Use Navigation Key to highlight personal directory
3. Press the Select Key.
To Add a Personal Directory entry:
1. Press the Directory/Log Key.
2. Highlight Personal Directory (on screen).
3. Press Select Key.
4. Press Add New enter name.
5. Type name (by using Dial or Key Pad)
   * Press Case to enter name in upper or lower case
   format. (Press case to switch back and forth characters if desired).
6. Press Next to enter number (by using the Dial or Key Pad).
7. Press Done to save your entry.

To Delete or Edit an entry:
1. Press Directory/Log Key.
2. Use Navigation Key to highlight personal directory.
3. Press the Select Key.
4. Use Navigation Keys to highlight the entry you want to delete.
5. Press Delete List.
6. Press Yes to delete and confirm deletion.
7. Press Quit Key to exit Directory.

To Edit an entry:
1. Follow steps 1-3 (DELETE ENTRY)
2. Press Edit Key (to change name and/or number).
3. Use Navigation Key to change character you want to change.
4. Press Next Key.
5. Press Done Key to save changes.
6. Press Quit Key to exit.

To Search for an entry:
1. Press Directory/Log Key.
2. Use Navigation Key to highlight Personal Directory
3. Press Select Key.
4. Dial the first letter of the name you are seeking (repeat to enter additional letters).
5. Press Dial to connect to your desired number.

To Copy an entry from your Redial List or an Incoming Call:
1. Press Redial.
2. Use Navigation Keys to highlight number from Redial List.
3. Press Copy Key.
4. Press Directory/Log Key. (Edit Name will appear on screen)
5. Press Next Key (Edit Number will appear on screen)
6. Press Done Key to save changes.
7. Press Quit to exit.
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.
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.

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