



MarshallHealth

Telephone and Voicemail instructions

Revised: 8/3/2015

Musom Help Desk: 304-691-1748

somhelpdesk@marshall.edu

Phone and Voicemail Tips

Dialing an Outside Line:

Dial **9** to get an outside line, and then the phone number.
(including area code)

Dialing a Long Distance Number:

Dial **9** to get an outside line, and then the phone number.
(You do not need to dial a **1** before the area code)
After the number is dialed, enter your long distance code when prompted.

- If you do not know your long distance code, contact the Musom Help Desk at **304-691-1748** and we can help locate that number.

Calling a Marshall Health phone number:

You do not need to dial the entire number. You can just dial **1** and then the last 4 digit extension.
Example: Help Desk 304-691-1748 or **11748**

Calling a Marshall Campus phone number:

Dial **6** and then the last 4 digits.

Calling Cabell Huntington Hospital:

Dial **7** and the last 4 digits.

Accessing your voicemail from outside line:

Dial **304-696-6245** and then enter your phone extension when prompted.

- Also, your voicemail will show up in your Musom Exchange email inbox.

Default PIN for voicemail on a "shared" line: **135791**

Emergency Phone Contacts

"Code Blue: **2123**
"Code Blue" Satellite: **911**
To Report a Fire: **0**
Cabell Security: **72223**
MUPD: **64357**

MUMC Housekeeping: **304-690-1454**
BCC Housekeeping: **304-634-3455**
Maintenance: **11614**

Features

For more information about what features and options are available for your extension, contact your system administrator.

Accessing the Features menu

1. From the Phone screen, scroll right to access the Features menu.

Send all calls

1. Select SendAllCalls.
2. Press **OK** to turn Send All Calls on or off.

Contacts

Calling a person from the Contacts list

1. Press **Contacts**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Adding a new contact

1. Press **Contacts**.
2. Press **New**.
3. Enter the name using the dialpad.
 - a. Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - b. Pause before entering the next character if the characters are on the same key.
 - c. Enter remaining letters or numbers.
 - d. Press **Bksp** to delete the last character.
 - e. Press **More --> Abc** to change between upper and lower case letters or to enter numbers.
 - f. Press **ABC** again to cycle through the options (Abc/123/abc/ABC) until the type you want to use is displayed.
 - g. Press **More --> Symbols** to enter characters that are not on your dialpad.
 - h. Select the symbol you want to use.
 - i. Press **OK** to select the symbol.
 - j. Press **Clear** to delete all text and start over.
4. Select the next field.
5. Enter the telephone number.
6. Press **Save**.

Editing a contact

1. Press **Contacts**.
2. Select the contact you want to edit.
3. Press **More --> Edit**.
4. Choose the field you want to edit.
5. Use the dialpad and softkeys to make changes to the contact information.
6. Press **Save**.

Call Log

Calling a person from the call log

1. Press **Call Log**.
2. Select the person or number you want to call.
3. Press **Call** or **OK**.

Adding an entry from the call log to your Contacts list

1. Press **Call Log**.
2. Select the number you want to add to your Contacts list.
3. Press **+Contact**.
4. Edit name and telephone number, if necessary.
5. Press **Save**.

AVAYA

Avaya one-X™ Deskphone Edition for 9640 IP Telephone Quick Reference



For More Information

Go to www.avaya.com/support for latest support information, including user guide, administrator guide, installation and maintenance guide, interactive document, and software downloads.

Scrolling and Navigation

Use the up and down navigation arrows to scroll up or down through lists. Use the right and left navigation arrows to go to other screens when indicated by the Prompt Line or to move the cursor right or left when entering text.

When you scroll to a line on the display, that line is selected. The selected line is highlighted in black and white letters. The softkey labels will change according to the options available for the highlighted line. The OK button is a shortcut for the default action. For example, when you select an entry in your Contacts list, pressing OK places a call to that person.

Avaya Menu

You can use the Avaya Menu to adjust and customize options and settings for your telephone, access additional web-based applications, get information about your phone and network settings, and log out. The menu choices you see depend on whether or not your administrator has set up Web (WML) applications for your phone

When no Web applications are set up and the administrator has not customized the menu options, the Avaya Menu has five sub-menus:

- Options & Settings
- Browser
- Network Information
- Log Out
- About Avaya one-X

When Web applications are set up and the administrator has customized the menu options, the Avaya Menu has:

- at least one WML application
- a Phone Settings option containing a sub-menu of the same options and settings available on the regular (non-WML) Avaya Menu

The WML-based Avaya Menu may also have:

- a Browser option
- a Network Information option
- Log Out
- About Avaya one-X

Options & Settings lets you change your call settings, personalize button labels, adjust brightness and contrast, select your ringing pattern, and more.

The Browser menu contains additional web-based applications. (If no web applications are available for your phone, the Browser menu is not shown.)

Network Information shows a summary of network-related parameters for your phone.

About Avaya one-X provides the release number of your telephone software.

Options & Settings

The Options & Settings menu contains choices for:

- Call Settings
- Application Settings
- Screen & Sound Options
- Advanced Options

Call Settings includes choices for automatically displaying the Phone screen when you get an incoming call or when you place a call, turning call timers on or off, controlling how Redial works, turning Visual Alerting on or off, and more.

Application Settings includes choices for turning call logging on or off and for personalizing your button labels.

Screen & Sound Options includes choices for adjusting your phone's brightness and contrast, ring pattern, and button clicks and tones.

Advanced Options includes choices for backing up and restoring your settings, options, and button labels. You can also set AGC for your handset, headset, and/or speaker audio.

Answering and Making a Call

Answering a Call

1. Answer an incoming call in one of the following ways:

Option	Description
If you are not on another call	Lift the handset, or press Speaker to answer using the speakerphone, or press Headset to answer using the headset.
If you are on another call	From the Phone screen, scroll to the line with the incoming call and press Answer or OK .

Making a Call

1. Dial the number you want to call. (Press 9 before dialing an outside line.)

Putting a Call on Hold

1. Press **Phone** to view the main Phone screen, if necessary.
2. Select the line you want to put on hold.
3. Press **Hold**.
4. Press **Resume** to retrieve the call.

Transferring a Call

1. From the Phone screen, select the line you want to transfer.
2. Press **Transfer**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press **Complete** to transfer the call.

Conference Calls

Setting up a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
4. Press **Join** to add the person to the existing call.

Adding a person on hold to a conference call

1. From the Phone screen, select your active call.
2. Press **Conf**.
3. Select the call on hold that you want to add to the conference.
4. Press **Resume** to take the call off hold.
5. Press **Join** to add the person to the conference call.

Dropping a person from a conference call

1. From the Phone screen, select your active call.
2. Press **Details**.
3. Select the person you want to drop.
4. Press **Drop**.



Polycom VVX-600

Quick Tips for the Polycom® VVX® 500 and VVX 600 Business Media Phones

3725-44539-001C | UC Software 5.3.0 or later | March 2015

Enter Data

You can use the onscreen keyboard to enter information.

To use the onscreen keyboard:

- » Tap .

To backspace,

- » Tap .



To type other characters:

- » Tap **Encoding** or **Mode**.








When using the dialpad keys, use the 1, *, 0, and # keys.


Place Calls

You can only have one active call in progress on your phone.

You can use the handset, speakerphone, or headset for calls. During a call, you can change modes by picking up the handset, or by pressing  or .

To place a call: (Press 9 before dialing an outside line)



- » Do one of the following:
 - Pick up the handset, press  or , enter the phone number, and tap .
 - Enter the phone number, tap , and pick up the handset, or press  or .
 - From the Lines screen, press the Line key, enter the phone number, and tap .

- From the Home screen, tap **New Call**, enter the phone number, and tap .
- Select a **Favorite** from the home screen.
- Select a contact from the **Recent Calls**.
- Select a contact from the **Contact Directory**.

Answer Calls

You can answer calls using the handset, speakerphone, or a headset.



To answer a call:

- » Do one of the following:
 - To answer with the speakerphone, press  or tap **Answer**.
 - To answer with the handset, pick up the handset.
 - To answer with a headset, press .

End Calls

You can only end active calls. To end a held call, you must resume the call first.

To end an active call:

- » Place the handset in the cradle, press  or , or tap **End Call**.

To end a held call:

- 1 Tap **Resume** > **End Call**.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

To hold a call:

- » Tap **Hold**.

To resume a call

- » Tap **Resume**.

Transfer Calls

You can transfer calls to any contact and choose the way to transfer the call.

To transfer a call:

- 1 Press and hold **Transfer**.
- 2 Choose **Blind** or **Consultative**.
- 3 Dial a number or choose a contact. If you chose **Blind**, the call is transferred immediately.
- 4 If you chose **Consultative**, tap **Transfer**.

Forward Calls

You can forward an incoming call to a contact or forward all incoming calls to a contact.

To forward an incoming call:

- 1 On the **Incoming Call** screen, tap **Forward**.
- 2 Enter your contact's number and tap **Forward**.

To forward all incoming calls:

- 1 On the Home Screen, tap **Forward**.
- 2 If you have more than one line, select a line.
- 3 Choose either **Always**, **No Answer**, or **Busy**.
If you chose **No Answer**, you can enter the number of rings before the call is forwarded.
- 4 Enter a contact's number, and tap **Enable**.

To disable call forwarding:

- 1 On the Home Screen, tap **Forward**.
- 2 If you have more than one line, select a line.
- 3 Choose your forwarding type and tap **Disable**.

Initiate a Conference Call

You can initiate a conference call with up to 24 contacts.

To initiate a conference call:

- 1 Call a contact.
- 2 Tap **Conference** and call your next contact.
- 3 When your contact answers, tap **Conference**.

You can also join an active and held call into a conference call.

To join two calls into a conference call:

- » On the Calls screen, tap **Join**.

Manage Conference Calls

When you initiate a conference call, you can manage all or individual conference participants:

To manage all conference participants:

- » Do one of the following:
 - » Tap **Hold** to hold all participants.
 - » Tap **Mute** to mute all participants.

To manage individual participants:

- 1 Highlight a participant and Select **Manage**.
- 2 Do one of the following:
 - » Tap **Far Mute** to mute the participant.
 - » Tap **Hold** to place the participant on hold.
 - » Tap **Remove** to remove the participant from the conference and create a separate call with the participant.

- » Tap **Information** to view information for the participant.

View Recent Calls

You can view placed, received, and missed calls.

To view recent calls:

- » Tap  or **Directories > Recent Calls**.


View the Contact Directory

You can view and add contacts to the Contact Directory.

To view the Contact Directory:


- » Tap **Directories > Contact Directory**.

To add a contact to the Contact Directory:


- 1 In the Contact Directory, tap .
- 2 Enter the contact's information and tap **Save**.

You can enter a number between 1 and 99 in the **Favorite Index** field to make a contact a favorite.

Listen to Voicemail

When you have new voicemail messages, the messages icon  displays on your line.


To listen to voicemail:

- 1 On the Home screen, tap  or **Messages**.
- 2 Tap **Message Center > Connect**.
- 3 Follow the prompts.

Mute the Microphone

You can mute or unmute your microphone during calls.

To mute or unmute your microphone:

- » Press .

The key glows red when your microphone is muted.

Enable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls.

To enable or disable Do Not Disturb:

- » On the Home Screen, tap **DND**.

The DND icon  displays on the line key and in the status bar.


Set Ringtones

You can set ringtones for incoming calls from all contacts and from individual contacts.

To set a ringtone for incoming calls:

- » Tap **Settings > Basic > Ring Type** and select a ringtone.

To set a ringtone for individual contacts:

- 1 Tap **Directories > Contact Directory**.
- 2 Choose a contact and tap .
- 3 Choose a ringtone and tap **Save**.

Handle Video Calls

If your phone is enabled for video calls, you can receive video during calls. If you have a VVX Camera attached to your phone, you can send video during calls, and your phone sends video automatically.

To stop sending video during a call:

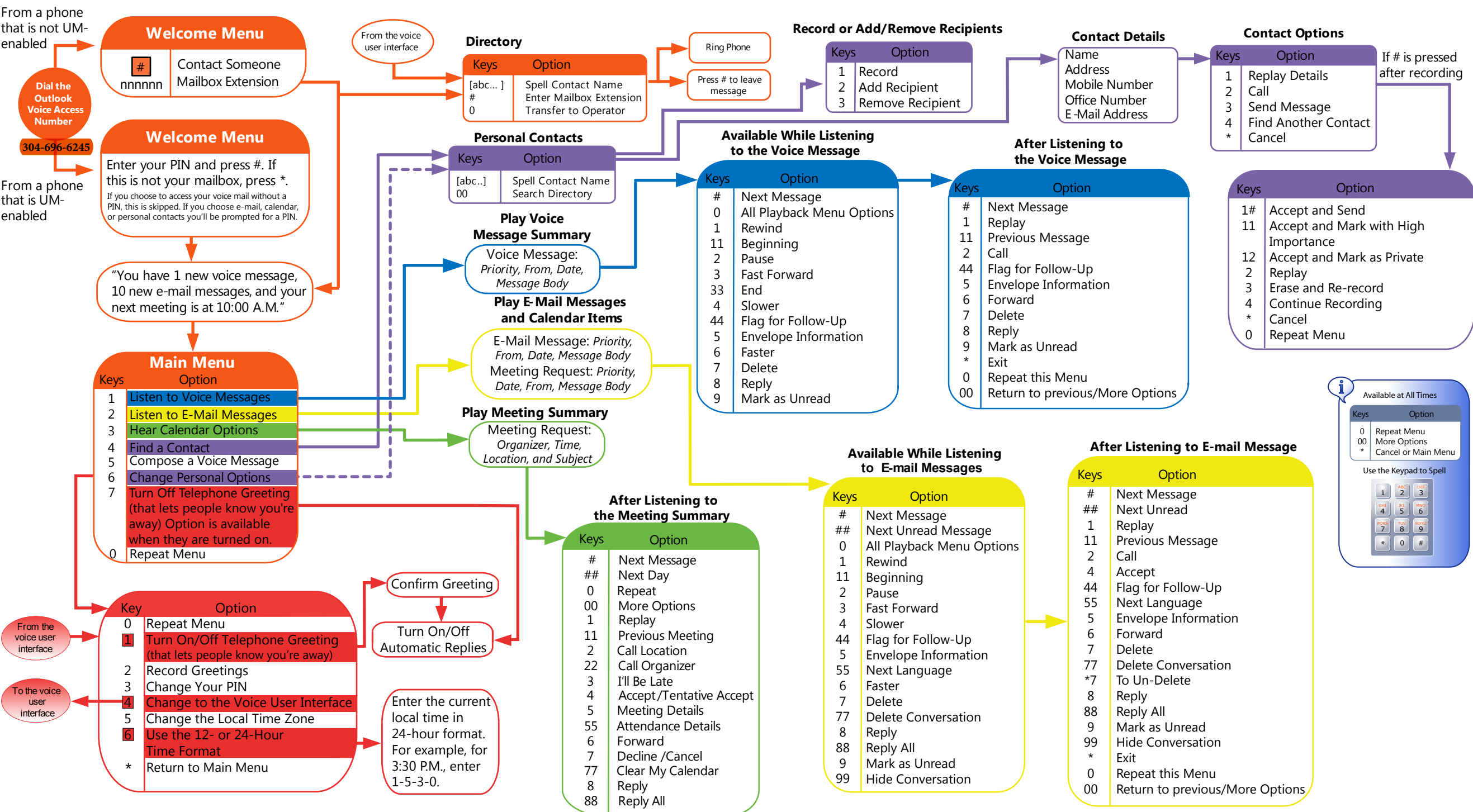
- » Tap **Video > Stop Video**.

To start resending video:

- » Tap **Video > Start Video**.

To view video in full screen:

- » Tap .



Quick Start Guide for Outlook Voice Access

Touchtone User Interface





MARSHALL UNIVERSITY Telecommunications

LONG DISTANCE SERVICE REQUEST

This form is to be used by university employees to apply for a telephone access code for long distance telephone services to be charged to a university department.

Name: _____

Position: _____

Department: _____

Extension: _____ Campus Address: _____

Charge long distance service to: ORG: _____ FUND: _____

Date of Application: _____

Applicant's Signature: _____

Department Head's Signature: _____

Please return this form to:

**Telecommunications Department
Drinko Library 4th Floor**