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

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**Emergency Phone Contacts**

| “Code Blue”: | 2123 | MUMC Housekeeping: | 304-690-1454 |
| “Code Blue” Satellite: | 911 | BCC Housekeeping: | 304-634-3455 |
| To Report a Fire: | 0 | Maintenance: | 11614 |
| Cabell Security: | 72223 | | |
| MUPD: | 64357 | | |
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.
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.
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.

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:

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you are not on another call</td>
<td>Lift the handset, or press Speaker to answer using the speakerphone, or press Headset to answer using the headset.</td>
</tr>
<tr>
<td>If you are on another call</td>
<td>From the Phone screen, scroll to the line with the incoming call and press Answer or OK.</td>
</tr>
</tbody>
</table>

#### 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
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 .

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.

View Recent Calls
You can view placed, received, and missed calls.

To view recent calls:
- Tap Recent 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 .
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