SAN JACINTO COLLEGE
INFORMATION TECHNOLOGY SERVICES

SJC PHONE SYSTEM TRAINING GUIDE

Tips & Tricks for Users

One of the benefits of our Avaya phone system is the ability to provide different features for our users, some of which can be easily performed by our users themselves.

The purpose of this training guide is to provide users step-by-step instructions for some of the most popular telephone features that are currently utilized at San Jacinto College.

Contents

CHECKING VOICEMAIL

Users can check their voicemail either on-campus or off-campus.

To check your voicemail from your office:

1. Press the **MESSAGE** button on the phone.

2. The voicemail auto attendant will state the name assigned to the voicemail extension assigned to that particular phone. You will be prompted to enter your password. **Enter your *password* and press #.**
3. The auto attendant will state how many messages you have, followed by a short list of menu options:
    a. To record a new message – press 1
    b. To get messages – press 2
    c. To change personal greetings – press 3
4. The auto attendant will provide you data about your new messages – including who the message is from, the time and day it was received, etc., followed by another short list of menu options:
    a. To listen to a message – press 0
    b. To delete – press *D (*3)
    c. To skip – press #
5. Once you have finished checking your messages, you can disconnect from the voicemail system by simply hanging up.

To check your voicemail while away from your office:

1. Dial **281.998.6198** from any phone.
2. The voicemail auto attendant will greet you with, "Hello, to access your mailbox, press #. To leave a message for someone on the system enter their number." **Press #**.
3. The auto attendant will next state, "Please enter your mailbox number." **Enter your mailbox number**.
4. The auto attendant will next state the name assigned to that particular voicemail number. You will be prompted to enter your password. **Enter your *password* and press #.**
5. The auto attendant will state how many messages you have, followed by a short list of menu options:
    a. To record a new message – press 1
    b. To get messages – press 2
    c. To change personal greetings – press 3

6. The auto attendant will provide you data about your new messages – including who the message is from, the time and day it was received, etc., followed by another short list of menu options:
   a. To listen to a message – press 0
   b. To delete – press *D (*3)
   c. To skip – press #
7. Once you have finished checking your messages, you can disconnect from the voicemail system by simply hanging up.

COMMON VOICEMAIL SHORTCUTS

Below are a few common shortcut options while listening to voicemail messages.

KEY PRESS	SHORTCUT OPTION
0	Listen to message
1	Reply/forward message
#	Skip
2	Rewind message
3	Pause message/resume message
5	Rewind a few seconds
6	Advance a few seconds
*6	Advance to end of current message
8	Slow the message
*D	Delete the message
*T	Transfer to a different mailbox number

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FORWARDING VOICEMAIL MESSAGES TO EMAIL ACCOUNTS

For those employees interested, we now have the ability to have our voicemail messages sent directly to our email, allowing us see who called (caller's telephone number or extension), date and time they called, the length of the voicemail message, as well as the ability to listen to the message from either your computer, tablet, or smartphone. To set up this feature, compete the following steps:

Using Chrome

1. Go to: https://voicemail/
   NOTES:
   - You must be on the College network to access this site. You can access this site off-campus using Global Protect VPN.
   - You may get a message that states your connection is not private. This is normal as the site is internal and does not have a security certificate. If you get this message, choose to "load the site anyways".
2. Click **Web Access**.

3. On the next screen, click the **UC** button.
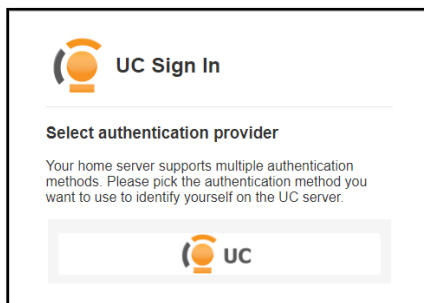
4. Your username will be your SJC Office Extension Number. If this is the first time you access the system, your password will be "password". Once you log in, you will be prompted to create a new password. Users that have forgotten their password will need to contact TechSupport@sjcd.edu for assistance.
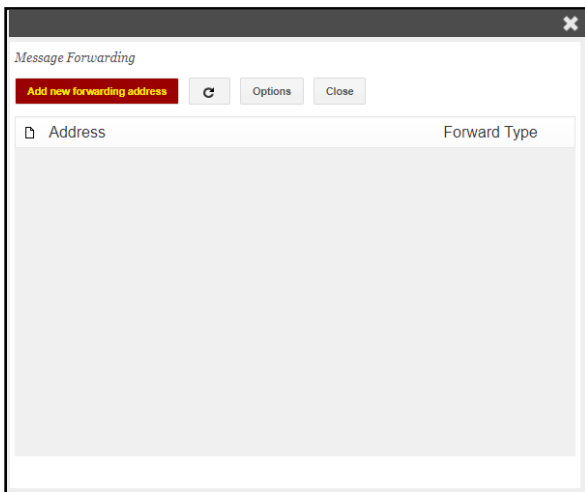

5. Once you are logged in, click **Message Forwarding**.
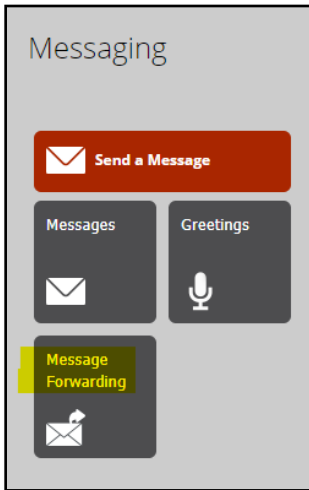
6. Click **Add new forwarding address**.

7. On the next popup window, please do the following:
   a. Select "send to specified destination"
   b. Type your SJC email address. When finished, "SMTP" should automatically be added to the email field
   c. Forward Type: Relay
   d. Message Type: Voice
   e. Voice Format: MPEG-1 Audio Layer 3 (MP3)
   f. Fax Format: PDF
   g. Select "include attachment(s)

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LOGGING IN AS A GUEST

Users who find themselves working in a different office for a short period of time that is equipped with an Avaya telephone available for them to use, can temporarily assign the phone to their personal extension. The duration of the temporary extension assignment can be set from 1 to 12 hours. While logged in as a guest, the user will have access to all of their programmed features, including notification when a voicemail message is left on the user's voicemail box.

To log a guest login into an Avaya phone:

1. Press the **Menu** button on the phone. Using the up or down arrows, highlight 'Guest Login' and press the **OK** button.
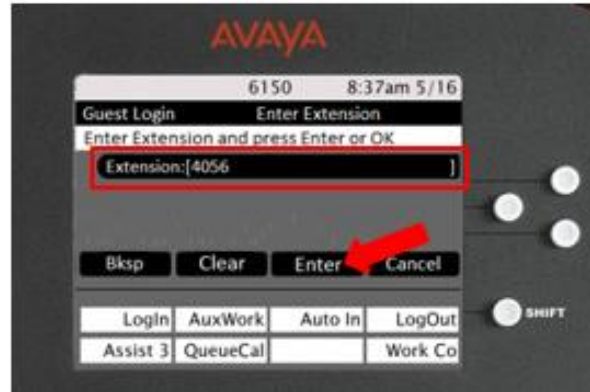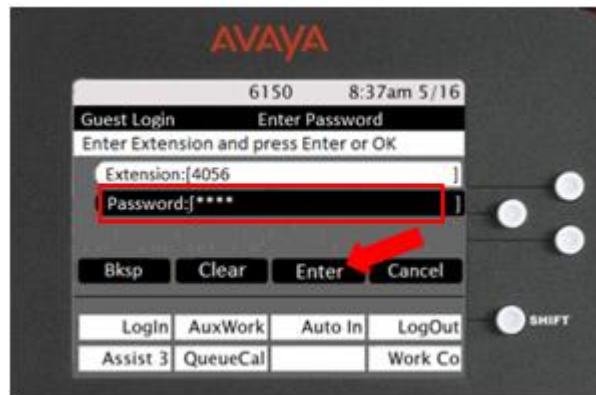

Model 9650

Model 9620

2. In the *Extension* field, key in your personal extension and press **Enter**.
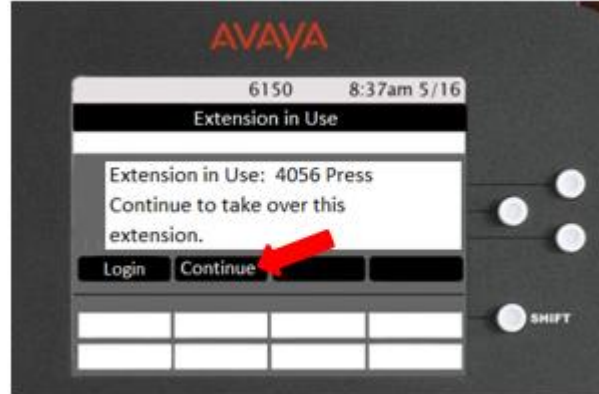

3. In the *Password* field, key in **1234** and press **Enter**.

4. In the *Duration* field, using the left and right arrow buttons, select the duration for which you need to be logged in with your personal extension and press **Enter**.
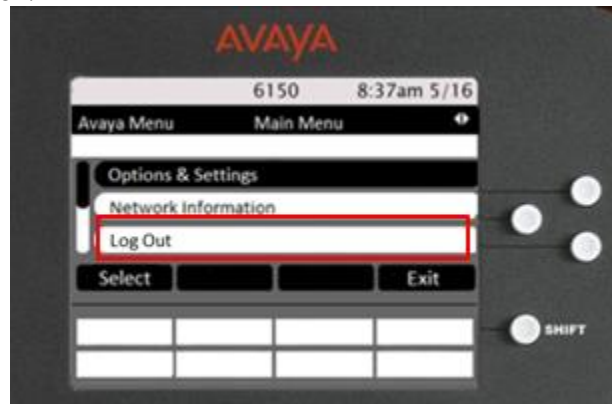
5. The *Extension in Use: xxxx Press Continue to take over this extension.* window should appear. Press **Continue**.
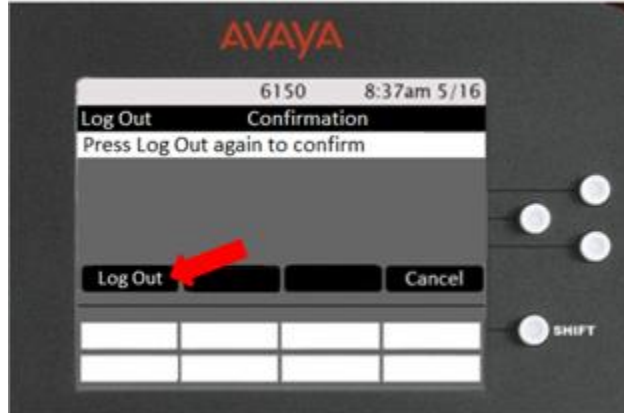

You should now be logged in as a guest with your personal extension in the telephone.

To log out as a guest:

1. Press the **Menu** button on the phone. Using the up or down arrows, highlight 'Log Out' and press the **OK** button.

2.   On the *Log Out Confirmation* screen, press **Log Out** to exit out of the Guest Login feature.

After a couple seconds and a few beeps, the telephone station should return to its original assigned extension number.

FORWARDING CALLS

All Avaya phones at San Jacinto College have the ability to forward calls to different extensions or external phone numbers.

To Enable Call Forwarding:

1. Pick up phone
2. Dial ***72**
3. Dial **1** for all calls
4. Dial **2** for external
5. <You will hear dial-tone at this point>
6. For external phone numbers - Dial 9 and the 10 digit external number (i.e. – 92815551212)
   For internal extensions – Dial the 4 digit extension (i.e. – 4056)
7. You should hear 3 short tones as a confirmation
8. Hang up

To Disable Call Forwarding:

1. Pick up phone
2. Dial ***73**
3. Dial **0** for all calls
4. <You will hear dial-tone at this point>
5. Dial your college 4-digit extension that you would like to discontinue call forwarding on
6. You should hear 3 short tones as a confirmation
7. Hang up

CALLING SOMEONE FROM THE CALL LOG

If you happen to miss a call, or if you need to follow-up with a previous caller, you can access the caller's information in the Call Log by completing the following steps:

1. Press the **Call Log** button on the telephone.
2. Press the left/right arrow keys to cycle between available lists (All Calls, Missed Calls, Incoming Calls, and Outgoing Calls).
3. Press the up/down arrow buttons to scroll through the entries in your call log.
4. When you have located the entry you wish to dial, press the **Call** softkey.