Phone Cheat Sheet

- Below are the campus codes:
  - 11 – Moberly
  - 12 – Columbia
  - 13 – Mexico
  - 14 – Hannibal
  - 15 – Kirksville
  - 15001 – Edina

- For Local Calls:
  - Dial 8
  - Dial the number

- For Long Distance Calls:
  - Dial 8
  - Dial 1 + (Area Code) + ###-####
  - Wait three seconds & dial long distance code, then press #

- You can use the directory to transfer calls after you have pressed the transfer button

- Calls can be transferred directly to Voice Mail

- Phone Forwarding
  - Forward all calls by pressing “Fwd All” key
  - Forward calls if extension is busy by pressing 357 without lifting handset
  - Forward calls if extension does not answer by pressing 356 without lifting handset
  - Forward calls if busy/no answer by pressing 358 without lifting handset

- Customize ringtone by dialing 398 without lifting handset; use volume keys to pick & # to confirm

- Program unused keys with an internal number by dialing 397 without lifting handset, pressing an unused button, and dialing the extension you want programmed

- Voicemail
  - Press “Voice Mail” key, followed by * and your extension number; enter password, press #
  - Press 1 to play new messages, press 3 to listen to saved messages
  - Press 7 to save voice mail, press 9 to delete
  - You can change your greeting, recorded name, password, or message envelope by pressing 4 at the Voice Mail main menu
  - Voice Mail can be checked outside of the college by calling a campus closest to you, and pressing * when you hear the auto-attendant greeting

- If you have any more questions please call Carl Read in Plant Operations at extension 11206. Also consult your Telephone Reference Guide or Voice Mail Reference Guide.

- Phone Tips
  - Try to only let calls go to Voice Mail if you are away from your desk.
  - If you are in an office with another phone, you can answer it using reverse transfer to see if you can help them.
  - If you can’t help or they want to specifically talk to that person, then transfer the caller directly to their Voice Mail

- Forwarding Tips
  - Forward all calls if you are going to be away from your phone to someone who is willing and capable of taking your calls.
    - If the caller cannot be helped by the forwarded party then they can transfer the caller back to your Voice Mail.
    - If you just want to forward calls that you can’t answer because you are busy with another caller or may not be able to answer it, then use one of the forward feature codes