

## General Phone and Voicemail Information

- 1) Our phone system requires a 9 to be dialed to obtain an outside line.
  - a. Therefore, in case of an emergency, you must dial 9 then dial 911.
- 2) Toll-free numbers can be dialed without having Long Distance capability.
- 3) If you do not have Long Distance capability on your phone, you may call the college operator (0) to have the call connected for you.
- 4) If you need Long Distance capability, it should be requested through a Network-Telephone CSR and requires the approval of a Dean or Director.
- 5) By default, phone extensions are associated with the user's SUNY Broome email address and voicemail message are then delivered to that email account. If you would prefer your voicemail message to remain on your phone, please submit a CSR to request this.
- 6) Recording a name and greeting is very important, but no caller will be able to leave a voicemail unless you have properly **Forwarded** your phone to the voicemail system number of 5700. Please see the UM8700 VM Instructions you were provided.
- 7) In general, only digital phones (those with an LCD screen) can be used as a conference phone. Also the MIC light has to be one if using the Speaker function. Please see the appropriate phone manual for instructions.
- 8) Please note that on a digital phone (those with an LCD screen) the Up and Down arrow buttons serve three purposes:
  - a. The **call volume** can only be adjusted while on a call by using the Up and Down arrow buttons on the phone keypad.
  - b. The **ringer volume** can only be adjusted while the phone is ringing by using the same Up and Down arrow buttons on the phone keypad.
  - c. The **brightness/contrast** of the LCD screen can only be adjusted when the phone is idle, also by using the same Up and Down arrow buttons on the phone keypad.