

Phone System Instructions

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Phone System Conversion Instructions [\(Back\)](#)

The School of Law is converting its phone system to Queens College's Avaya PBX.

There are several noteworthy changes and highlights resulting from this conversion:

- 1) The School of Law's telephone numbers remain the same. Outside callers will be able to reach you using the same (718) 340-4xxx number they used before.
- 2) Internally, all faculty and staff extensions remain the same. Note, however, that all internal calls to other School of Law extensions must be preceded by an "8". For example, dialing Technical Support from inside the building used to be 4456; now it is 84456.
- 3) The process for dialing local numbers outside the building is unchanged: press "9" to obtain an outside line. The process for long distance calling is changing; documentation will be provided shortly.
- 4) The number to access voice mail has changed. See the separate "Voice mail instructions."
- 5) One of the cost savings this conversion brings is the ability to call Queens College internally (i.e. toll-free). To call Queens College, dial "7" followed by the QC extension. For example, dialing Queens College's main number used to be 9-1-718-997-5000; now it is 75000.

Dialing summary:

7+extension: internal call to Queens College

8+extension: internal call to School of Law

9+1+area code+number: local outside call

Avaya 6400-Series Telephone Quick Reference Sheet [\(Back\)](#)

Hold

What it does: puts a call on hold.

How to use it: press to place a call on hold.

Trnsfr

What it does: transfers a call to another extension.

How to use it: press Trnsfr, dial the extension you wish to transfer the call to, press Trnsfr again, and then hang up.

Conf

What it does: sets up conference calling

How to use it: to add a third party to a call in progress, press Conf. Dial the number of the third party and wait for an answer. Press Conf again and all parties are connected. To add additional parties, repeat this process.

Drop

What it does: disconnects the call in progress and gets an internal dial tone on the same line.

How to use it: Drop is located on the telephone's display. Press Menu and then the soft key immediately below the word Drop to use this feature. There are two ways to use Drop. If you are not on a conference call, pressing Drop will immediately disconnect the call in progress. If you are on a conference call, pressing Drop will disconnect the party most recently added to the call.

Redial

What it does: redials the last number dialed on that telephone set

How to use it: obtain a dial tone by picking up the handset or activating the speakerphone. Press Redial.

Conf/Ring

What it does: the Conf button can also be used to change the telephone set's ringtone.

How to use it: while the phone is idle (on hook), press Conf repeatedly to cycle through the 8 different ringtones. When you hear the desired ringtone, wait a moment and the telephone will beep. This indicates the telephone has accepted your new ringtone.

Mute

What it does: deactivates the handset's/speakerphone's microphone.

How to use it: with a call in progress, press Mute. The party on the other end of the call will not be able to hear you. Press Mute again to reactivate the microphone.

Up/down arrows (volume bar)

What it does: adjusts the volume of the speakerphone, handset, and ringer

How to use it: when the telephone set is idle (on hook), press the volume bar up or down to change the ringer volume. With a call in progress using the speakerphone, press the volume bar up or down to change the speakerphone volume. With a call in progress using the handset, press the volume bar up or down to change the handset volume.

Programming Call Forward on the Avaya 6400-Series Telephone [\(Back\)](#)

You may configure your telephone to forward automatically and immediately all incoming calls to an extension at the School of Law or Queens College.

To activate call forward:

If you have a Call Forward button, press it. (If you don't, pick up the handset and dial *2.) Then dial the extension you wish to forward to (beginning with "8" if you are forwarding to a School of Law extension). Then press the pound (#) key. (If you have a Call Forward button, it will light up.)

Example: To forward your calls to voice mail, press the Call Forward button and then dial 6900# and hang up. If you don't have a Call Forward button, pick up the handset, dial *2 6900# and then hang up.

To deactivate call forward:

Press the Call Forward button; the light will go out. If you don't have a Call Forward button, pick up the handset and press the pound (#) key followed by 2.

Programming Speed Dial ("Autodial") on the Avaya 6400-Series Telephone [\(Back\)](#)

Each telephone has the ability to store up to 9 speed dial (called "autodial") numbers.

To program autodial:

To store your first number, pick up the handset and dial *0 1 1. Then enter the number you wish to store (including 9+1+area code if you are storing a number outside the School of Law or Queens College). Then press the pound (#) key. If you make a mistake while dialing, simply hang up and restart this procedure.

To store your second number, start the process using *0 1 2; then continue as above. For the third number, start with *0 1 3. Repeat as necessary; you may store up to 9 numbers.

Example: To store the number 718-123-4567 as the first autodial number, lift up the handset and press: *0 1 1 9 1 718 123 4567 #

To use autodial:

Press Autodial, and then the number 1 through 9 (whichever location you stored the number).

If your telephone does not have Autodial, you can pick up the handset and press *7, followed by the number 1 through 9 (whichever location you stored the number).

Example: To dial the first number stored in Autodial, press Autodial, then 1. (For a telephone without an Autodial button, press *7 1.)

Octel Voice Mail Quick Reference Sheet [\(Back\)](#)

To initialize your voice mail (the first time you call it):

- 1) From your desk telephone, dial 6900.
- 2) Enter the initial password (147258) and then change it to a permanent password of your choice (minimum 5 digits).
- 3) Choose between a personalized voice mail greeting and a standard greeting.
- 4) Follow the remaining prompts.

Checking your voice mail from inside the School of Law building:

- 1) From your desk telephone, dial 6900.
- 2) Enter your password.
- 3) Follow the prompts.

Checking your voice mail from outside the School of Law building:

- 1) Call (718) 997-5696.
- 2) When the system picks up, press the pound (#) key.
- 3) Enter your mailbox number (8 followed by your 4-digit extension).
- 4) Enter your password.
- 5) Follow the prompts.

Octel Voice Mail System Shortcuts [\(Back\)](#)

This list outlines the most commonly-used options in the Octel system.

Please note the parameters of the voice mail system:

Greetings may be up to 30 seconds long.
Callers may leave messages up to 2 minutes long.
Each mailbox can hold up to 25 messages.
New messages are automatically deleted after 30 days.
Saved messages are automatically deleted after 14 days.

Starting from the main menu:

- 1 Review messages
 - 1 Unheard messages
 - 2 All messages
- 2 Send messages
- 4 Personal options
 - 2 Administrative options
 - 1 Passwords
 - 1 Personal (minimum 5 digits)
 - 4 Date and time playback
 - 3 Greetings
 - 1 Personal greeting
 - 1 Standard
 - 2 Personal
 - 1 Away from phone greeting
 - 2 On the phone greeting
 - 2 Extended absence (see note below)
 - 3 Name
- 5 Restart
- * Exit

Options during message playback:

- 1 Rewind 10 seconds
- 11 Rewind to beginning
- 2 Pause/restart
- 3 Fast forward 10 seconds
- 33 Fast forward to end
- 4 Slower
- 5 Timestamp and information
- 6 Faster
- 8 Normal volume
- 9 Louder