

## Walla Walla Community College Telephone codes & useful functions 1/24/00

| <u>Function</u>                          | <u>Code</u>   | <u>What it does</u>                                   | <u>Example</u> |
|--|---------------|---|----------------|
| Walla Walla Voice Mail access #          | 1877          | Access Walla Walla campus voice mail                  | 1877           |
| Walla Walla Voice mail from off campus   | (509)527-1877 | Access WW campus voice mail from off campus           | (509)527-01877 |
| Clarkston Voice mail access #            | 1517          | Access Clarkston Campus Voice mail                    | 1517           |
| Clarkston Voice mail from off campus     | (509)758-1517 | Access Clarkston Campus Voice mail off campus         | (509)758-1517  |
| Transfer a call to a person's voice mail | 1850          | sends the caller directly to extensions voice mailbox | TransferYYYY   |

**Most functions are turned on with \* and a numeric code**

**Most functions are turned off with # and the same code that turns it on.**

Example:

\*4 is the "send calls" code. If you hear a half ring and your calls go to voice mail you have pressed \*4

#4 will undo this "send calls" so your phone rings normally again at your desk (3-4 rings) and then goes to voice mail

|   |     |   |  |
|---|-----|---|--|
| Personal list access                    | 70  | Dial entry (#1) on your personal list                           | 7001                                     |
| Group list access (not currently used)  | 71  | Dial entry (#1) on your group's list                            | 7101                                     |
| System list access (not currently used) | 72  | Dial entry (#1) on the system-wide list                         | 7201                                     |
| Last Number Dialed Access Code          | *9  | Redial the last number you dialed                               | *9                                       |
| Send All Calls Activation:              | *4  | All calls go immediately to coverage path<br>Usually voice mail | *4                                       |
| Send All Calls Deactivation:            | #4  | All calls ring normally then voice mail                         | #4                                       |
| Call pickup in your group               | *7  | Phone ringing in your area                                      | *7                                       |
| Drop Voicemail talkover call            | **9 | You answered just as voice mail started                         | **9                                      |
| Park a call                             | *6  | A call can be picked up from another phone                      | TRANSFER*6                               |
| Pickup a parked call                    | #6  | Retrieve a call you parked at another phone                     | #6XXXX<br>(XXXX =the<br>ext. parked from |

In the following examples: XXXX is your extension  
YYYY is another extension

|  |        |   |        |
|--|--------|---|--------|
| Forward your calls to another extension  | *2YYYY | All your calls ring at another phone  | *2YYYY |
| Note: If the other extension does not answer, the call is routed to your coverage path which is usually your voice mail. |        |   |        |
| Unforward calls  | #2     | You want calls to ring at your desk again                                       | #2     |
| You want to forward another's phone to you<br>(must be done from other person's phone)                                   | *2XXXX | To unforward another's calls to you (must be done<br>from other person's phone) | #2     |
| You want to unforward another's phone  | #2     | Calls ring normally again at YYYY   | #2     |



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2. Press \*2 This is the code to access call forwarding
3. Press BBBB This is your boss's extension.

You will receive a confirmation tone of - beep, beep, beep.

To unforward this you must go to the phone forwarded and press: #2

**4. You want to redial the last number you dial without retyping all the digits.**

1. Pick up the phone and get a dial tone.
2. Press \*9

The last number is redialed.

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**5. You want to create a personal voice mail list.**

At first blush this may seem like it is more trouble than it is worth. But with this you can send a voice mail message to anyone on the same campus (I will have to investigate if you can include those in Clarkston from Walla Walla or those in Walla Walla from Clarkston). A voice mail message is better than an email in that it is delivered immediately, you can talk faster than you can type, and often a personal voice mail gets the message across better than the written word.

1. Get a dial tone.
2. Access voice mail system: 1877
3. Press:
  - 5 To administer private directory/mail list
  - 1 To administer mail lists
  - 1 Create a list
  - 1# List ID (or 2 or 3 or whatever you wish)
  - 1 make it private
  - 1234# First extension
  - 5678# 2nd Extension
  - # All done

**6. Now you want to send a voice mail message to everyone on a private voice mail list you created.**

For example, you want to send a voice mail about an urgent meeting to 10 of your most important staff. You want this to go out immediately and feel that your personal message will do much to get the exact message across.

1. You pick up the phone and get a dial tone.
2. You access voice mail by entering 1877
3. You press
  - 1 This enters record mode of voice mail
  - Press 1 end recording
  - Press # to approve
  - \*L to access your private mailing list
  - # to indicate it is your list and not another
  - 1# List ID
  - # Your done adding lists/extensions to receive
  - # to send

**7. You want to transfer a caller directly into someone's voice mail.**

You just received a call and want to transfer the caller directly into the voice mail of a co-worker.

1. Press TRANSFER button (hook flash on old style phones)
2. Dial 1850 (the special # for voice mail transfers)
3. Dial the extension whose voice mail you want the caller to reach
4. Press Transfer again

You can also use this technique to leave a voice mail message directly in someone's mail box. You might want to do this if you know

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they are out of the office and you simply want to directly access their voice mail.

**Did you know?**

1. You can bypass a person's voice mail greeting by pressing 1 as soon as they start talking.
2. You can record several voice mail greetings and then program the system to play different ones for the following conditions...
  - a. The call is from off campus (longer greeting may be appropriate)
  - b. The is from on campus
  - c. The caller gets a busy signal from your phone
  - d. You do not answer the call (no busy signal)
  - e. The call is received after 5:00 PM (after hours greeting)
  - f. The calls is received from 8AM to 5PM
3. There is a training video tape available that shows you how to use the voice mail system.

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Note:

**Functions we should be able to use in the future**

|   |     |                      |
|---|-----|----------------------|
| *Automatic Callback Activation:                 | *5  |                      |
| *Automatic Callback Deactivation:               | #5  |                      |
| *Directed Call Pickup Access Code:              |     | #7                   |
| Whisper Page Activation Access Code:            | 147 |                      |
| *Abbreviated Dial - Prgm Group List Access Code | N/A | Not currently in use |
| *Announcement Access Code                       | 144 | Not currently in use |

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**Special functions and administrative functions**

- \*Auto Alternate Routing (AAR) Access Code:
- \*Auto Route Selection (ARS) - Access Code 1: 9
- \*Auto Route Selection (ARS) - Access Code 2:
- \*CAS Remote Hold/Answer Hold-Unhold Access Code:
- \*CDR Account Code Access Code:
- \*Change Coverage Access Code:
- \*Data Origination Access Code:
- \*Data Privacy Access Code:
- \*Emergency Access to Attendant Access Code:
- \*Extended Call Fwd Activate Busy D/A All: Deactivation:
- \*Facility Test Calls Access Code: 130
- \*Flash Access Code:
- \*Group Control Restrict Activation: Deactivation:
- \*Hunt Group Busy Activation: Deactivation:
- \*ISDN Access Code:
- \* Leave Word Calling Message Retrieval Lock:
- \* Leave Word Calling Message Retrieval Unlock:
- \* Leave Word Calling Send A Message: \*4
- \* Leave Word Calling Cancel A Message: #4
- \*Malicious Call Trace Activation: Deactivation:
- \* PASTE (Display PBX data on Phone) Access Code:
- \* Personal Station Access (PSA) Associate Code: Dissociate Code:
- \*Per Call CPN Blocking Code Access Code:
- \*Per Call CPN Unblocking Code Access Code:
- \*Print Messages Access Code:
- \*Priority Calling Access Code: \*1
- \*Program Access Code: \*0
- \*Refresh Terminal Parameters Access Code:
- \*Station Security Code Change Access Code:
- \*Terminal Dial-Up Test Access Code:
- \*\*Terminal Translation Initialization Merge Code: 148 Separation Code: 149
- Transfer to AUDIX Access Code: #0
- Trunk Answer Any Station Access Code: #8
- User Control Restrict Activation: Deactivation:
- Voice Coverage Message Retrieval Access Code:
- Voice Principal Message Retrieval Access Code: