**Accessing Voice Mail from Your Desk**
1. Either press Messages or dial 45995.
2. If prompted, choose line and press Select and Connect.
3. Enter PIN followed by #.

**Accessing Voice Mail from Other Campus Phone**
Follow steps above. When prompted for your PIN, press *# instead. At prompt, enter your 5-digit extension and press #.

**Accessing Voice Mail Remotely**
1. Dial 617-324-5995.
2. Enter your extension followed by #.
3. Enter PIN followed by #.

**Voice Mail Commands**
- @: Replay
- @: Save
- @: Delete
- @: Hear date/time stamp
- @: Reply (Call back) - only to MIT VoIP numbers

**Recording a New Greeting**
1. Access voice mail as described above.
2. Press 9 for user options.
3. Press 1 for greetings and name options.
4. Press 1 to modify greetings.
5. Press 1 to record new general greeting.

**Recording Extended Absence Greeting**
1. Access voice mail as described above.
2. Press 9 for user options.
3. Press 1 for greetings and name options.
4. Press 1 to modify greetings.
5. Press 2 to record extended absence greeting.

**Turning On/Off Extended Absence Greeting**
1. Access voice mail as described above.
2. Press 9 for user options.
3. Press 1 for greetings and name options.
4. Press 3 to set greetings options.
5. Press 1 to turn on extended absence greeting.
6. To disable it, repeat above steps.

**Changing Your PIN**
1. Access voice mail as described above.
3. Enter a new PIN followed by #.

---

**Phone Functions**

**Hold**
Press the Hold button. The caller’s line will show a slowly flashing green light. To retrieve the call, press its line key (see diagram).

**Transfer**
1. Press Transfer (or Transfer soft key).
2. Dial third party’s extension and announce call.
3. Press Transfer (or Transfer) to connect call.
4. To cancel, press Cancel soft key.

**Conference Calls**
1. Call first party.
2. Press Conference (or Conference soft key).
3. Call second party.
4. Press Conference (or Conference) to join all parties.

If any one party hangs up, the other two parties remain connected. Press Split soft key to separate the parties and put them hold.

**Call Lists**
There are three call lists:
- Missed Calls (even if it’s no message)
- Received Calls (the calls you answered)
- Placed Calls

1. Press Directories.
2. Select Call Lists.
3. Choose the list you want to view. Press Select.
4. Highlight the call you want to access.

Once you have chosen a call you may:
- Press Dial soft key to call the number.
- Press Edit to change the name or number.
- Press Clear to remove it from the list.
- Press Save to store it in your contact directory.
- Press Info to view time, date, duration, etc.

**Dialing Instructions**
- On campus: Dial the 5-digit extension.
- Off campus: Area code, number. (No 9 needed.)
- International: Dial 011, country code, number.

---

**Soft keys** can have different functions depending on what functions you’re using. When a soft key is available for use, a label appears above it on the display. If there are more functions than there are soft keys, one of them will be labeled More. Press the More key to scroll through all the functions.

**Arrow keys** are used to navigate through items that appear on your display, including menu items, call lists, and contact directory listings. To choose an item on a list, use the arrow keys to highlight it and press the checkmark button or the Select soft key.

**Line keys** allow you to choose which line you want to call from and to manage incoming calls. The configuration might vary depending on how many different numbers appear on your phone. You can also assign speed dial numbers to any unused line keys.
Voice Mail Setup
1. Choose a PIN with at least 4 digits.
2. Dial 45995 from your line, or press Messages.
3. At the password prompt, enter 1111#.
4. Follow prompts to set up your new PIN and to record your name and personal greeting.
5. To exit, press #.

Troubleshooting
If you have technical difficulties, try the following:

Check Your IP Address
Press Menu, Status, Network, and TCP/IP Parameters. The first item is “IP:” followed by a string of numbers starting with 18. If the number is missing or doesn’t start with 18, contact technical support.

Reboot Your Phone (aka Power Cycling)
Unplug the power cable and plug it in again. (If you do not have a separate power cable, unplug the Ethernet cable and plug it in again.) You will hear a beep, and the phone will reboot itself. This may take several minutes.

Note: Rebooting will clear all of your call lists.

Contact Technical Support
If this doesn’t solve the problem, contact technical support at 3-HELP or telephone-help@mit.edu.

Moving Your Phone
Just plug the Ethernet cable into any active data port and connect the power cable to an outlet. Allow a few minutes for the phone to reboot.

Remember to update your phone location at http://edial.mit.edu. Otherwise, emergency services might not be able to find you if you call 100 or 911.

Emergency Calls: Dial 100
MIT Campus Police: Dial 100
Cambridge Police: Dial 911

When you are talking to the emergency dispatcher:
1. State the emergency.
2. Give your location.
3. Important: Stay on the line until the dispatcher tells you to hang up.

If you move your phone to a new location, update its location at http://edial.mit.edu.

Advanced Features
Many additional features are available via the web portal, including:
- Remote Office
- Call Screening
- Visual Voice Mail
- Simultaneous Ring
- Reach Me (“Find Me/Follow Me”)

Go to http://sylantro.mit.edu to access the portal. Online documentation is under development.

Getting Help
- Read the Troubleshooting tips in this brochure.
- Write to telephone-help@mit.edu.
- Call 3-HELP (Monday – Friday, 8AM – 5PM).

If you have feedback regarding this pamphlet, write to:
innov@mit.edu
Version: October 24, 2007