VoIP Phone Quick Reference Card

Phone Buttons

Accessing Voicemail
1. Press the Messages button
2. Enter your password followed by #
3. Follow the prompts to access your messages

Directory Lookup
1. Press the Directory Lookup button
2. Choose from your Personal Directory or Corporate Directory
3. Use the dial pad to search for the person

Settings
1. Press the Settings button
2. Scroll and select Call History or Preferences

Conference Calling
1. While on a call press the Conference button, then dial another participant
2. Press the Conference button again to join the calls
3. Repeat to add additional participants

Speaker Phone
Press the Speaker Phone button and dial number (If already on a call, press the Speaker Phone button and hang up the handset)

Transfer
While on a call press the Transfer button and depending on the type of transfer:
1. Internal: dial extension and press Transfer again
2. External: dial 9 + number and press Transfer again
3. Voicemail: dial * + extension and press Transfer again

Phone Softkeys

Forward all calls
1. Select the Fwd All softkey
2. Enter extension or 9 + 10 digit number (To remove the forwarding, select the Fwd Off softkey)

Forward to Voicemail
Without answering the call, press the Divert softkey (This will send calls directly to your voicemail)
Voicemail

Setting Up Voicemail

1. Press the Messages button.
2. Enter your initial voicemail password (provided by IITS).
3. Follow the prompts and the system will walk you through initial enrollment.

NOTE: Complete the 4 step initial enrollment in its entirety by:

1. recording your name
2. recording your greeting
3. changing your PIN (minimum 5-digits)
4. selecting a directory listing option

Record Greeting

1. Access voicemail by pressing the Messages button.
2. Select setup options (4).
3. Select change greetings (1).
4. Select edit greetings (3).
5. Listen to options to select the appropriate greeting.

Enable Out of Office/Alternate Greeting

1. Access voicemail by pressing the Messages button.
2. Select setup options (4).
3. Select change greetings (1).
4. Select Turn On/Off alternate greeting (2).

Remote Access

1. Dial 416-208-4700.
2. Enter your 4 digit extension plus #.
3. Enter your password plus #.

Message Playback Options

33 Skip to end of message
7 Delete message
4 Repeat message
9 Save message

Contacts

Support
telecom@utsc.utoronto.ca
416-287-HELP [4357]

Emergency
7333 - Campus Police
911 - Municipal Emergency

Information & Instructional Technology Services