

# SCC Telephone System Instructions

- **Making an Outside Call**
  1. Enter your Account Code
  2. Enter 9
  3. Dial your desired number
  
- **Calling Another Extension**
  1. Dial only the extension number
  
- **Setting up Voicemail**
  1. Dial 1999
  2. Press 7 for Setup Options
  3. Press 4 for greetings
  4. Press 6 to edit standard greeting
  5. When prompted to answer questions 1=yes 2=no
  6. Record your new greeting (State your name and when you can be reached)
  7. Press \* when finished
  
- **Setting up Security Code**
  1. Dial 1999
  2. Press 7 for Set Up Options
  3. Press 7 for Personal Options
  4. Press 4 for Security Code
  5. Enter your code, press star
  6. Reenter code and press star again
  
- **Recording your Name**
  1. Dial 1999
  2. Enter Security Code
  3. Press 7 for Set Up Options
  4. Press 7 for Personal Options
  5. Press 5 to record your name
  6. Listen to current name
  7. Press 1 when asked if you would like to change it.
  8. When prompted state your name
  9. Press \*
  
- **Retrieving Messages**
  1. Dial 1999
  2. Enter Your Security Code
  3. Press 11 to bypass Instructions
  4. Press 3 to stop message
  5. Press 6 to delete
  6. Press 9 to forward
  7. Press 7 to save
  
- **Retrieving Messages from off Campus**
  1. Dial 634-3200
  2. Press 9 and your extension number as soon as operator answers
  3. Enter security code
  4. Retrieve Messages

## **Telephone System Procedures:**

### **Checking Voicemail from an outside line.**

1. Dial 634-3200
2. You must wait for the auto teller to answer. When auto teller does answers press 9 and the extension number of the mailbox you want to check. Do not pause. Dial it as one whole number. For example extension 3393, dial 93393 without a pause.
3. Enter your security code if necessary.
4. You are now ready to check your voicemail.

## **Telephone System Procedures:**

### **Sending Messages to ALL Employees.**

1. From your extension enter 1999.
2. Enter your security code if necessary.
3. First listen to any unheard messages.
4. Enter 5255 when finished.
5. Press 1 to confirm.
6. Leave your message.
7. Hang Up.

### **From a phone other than your own extension or off campus.**

1. Dial (618) 634-3200.
2. Enter 9 then your extension number as soon as the auto teller answers. Do not pause between the 9 and your number. Enter them as one continuous number.
3. Enter your security code if necessary.
4. First listen to any unheard messages.
5. Enter 5255 when finished.
6. Press 1 to confirm.
7. Leave your message.
8. Hang Up.

## **Telephone System Procedures:**

### **Reset Call Forwarding to Voicemail.**

#### **How to Reset Call Forwarding to Voicemail.**

1. Lift handset and make sure line 1 is lit.
2. Dial \*3 then enter that extension's line 2 number (note: everyone's line two is 5+ the last 3 digits of their line one number for example extension 3393's line 2 would be 5393).
3. Hang Up.
4. Pick up the handset and again make sure line 1 is lit.
5. Dial \*9 then dial 1999.
6. Hang Up.
7. Pick up again and press line 2.
8. Dial \*6 then dial 1999.
9. Hang Up.

## **Telephone System Procedures:**

### **Programming Speed Dial Keys (16 & 32 Button phones)**

1. Press Conf.
2. Press button to be programmed.
3. Key in number.
4. Press Conf.

**\*NOTE:** The system will not allow you to program in your account code. However, you can program a 9 a 1 and the area code plus your number. For example you can program one of your buttons to your home number by following the above procedure and entering a 91618(your number here). Now to use the speed dial to call your home you will pick up the handset, dial your account code and press the desired speed dial button.