Voicemail

Logging in:

- Logging in:
- Lift handset
- Press message key (if calling in from off-campus, dial 905-525-9140 x22993)
- You will hear a prompt asking you to enter your mailbox number
- Enter your extension number, then press #
- You will hear a prompt asking you to enter your password
- Enter your password (initially set as 1 followed by the ext. #), then press #
  NOTE: on your first login you will be prompted to change your password – you must complete this step to access your messages. Your password must be between 6 and 16 digits.
- You are now logged in to voicemail

Changing your password:

- Log in to voicemail
- Press 8 then 4
- You will be prompted to enter your new password
- Enter your new password (between 6-16 digits), then press #
- You will be prompted to enter your new password again
- Re-enter your new password, then press #
- You will be prompted to enter your old password to confirm change
- Enter your old password, then press #
- Your password has been changed

Recording your personal verification:

Your personal verification is used on an outgoing message to identify who the message is from.

- Log in to voicemail
- Press 8 then 9
- You will hear a prompt telling you that there is no personal verification
- Press 5 to record your name only
- When finished recording press #
- To listen to your name press 2
- Repeat steps until satisfied with recording
- Your personal verification is now recorded

Recording Greetings:

NOTE: Please refer to Terms and Conditions of Telephone Use for important information regarding greetings.

- Log in to voicemail
- Press 8 then 2
- You will be prompted to choose 2 for internal greetings, 1 for external greetings

Internal *(the greeting that on-campus callers hear when they call you):*

- Press 2
- Press 5 to start recording
- When finished recording press #
- To listen to your internal greeting press 2
- Press 76 to delete recording
- Repeat steps until satisfied with recording
- Your internal greeting is now recorded

External *(the greeting that off-campus callers hear when they call you):*

- Press 1
- Press 5 to start recording
- When finished recording press #
- To listen to your external greeting press 2
- Press 76 to delete recording
- Repeat steps until satisfied with recording
- Your external greeting is now recorded

Playing Messages:

- Log in to voicemail
- If you have messages the mailbox summary will play, telling you how many messages you have and if any of them are urgent
- To play a message press 2
- To skip backward through the message press 1
- To skip forward through the message press 3
- To pause press #
- To listen again press 2
- To delete a message press 7 then 6 while playing the message or at the end of the message (before you start playing the next message)
- To forward a message press 7 then 3 while playing the message or at the end of the message
- Dial the extension that you are forwarding the message to, then press #
- Dial 7 then 9 to send the message
- To skip to the next message press 6
- To return to the previous message press 4

Express Messaging:

This enables you to leave a voicemail message in another mailbox without first ringing the extension.

- Lift handset
- Dial 22995
- You will hear a prompt announcing express messaging and asking to which mailbox.
- Enter the mailbox that you want to leave a message in, then press #
- You will hear their personal or system verification
- At the tone record your message
- *If you wish to tag your message press # at the end of the recording and then 7, 0*
- You will be prompted with message options
- For urgent delivery, press 1
- For standard delivery, press 2
- For private delivery, press 4
- For an acknowledgement, press 5
  You will hear a prompt that your message has been tagged
- When finished, hang up

QUICK REFERENCE GUIDE
M2008 • M3902 • I2002 • Voicemail

This reference guide will help you to remember the sequence of commands for features on of your Meridian M2008, M3902 and I2002 telephone as well as your voicemail.

Keep it with your telephone quick reference.

M3902

M2008

I2002

STUDENT ENQUIRY LINE x26664
Or email rezphone@mcmaster.ca

Telephone Features

Feature	M2008	M3902	I2002
Extension Number	✔	✔	✔
Conference Calling	✔	✔	✔
Emergency Calling Button	✔	✔	✔
Message	✔	✔	✔
Hold	✔	✔	✔
Volume	✔	✔	✔
Rls/Goodbye	✔	✔	✔
Speed Call	✔	✔	✔
Forward	✔	✔	✔
Handsfree/Mute		✔	✔

Extension #: this is the extension number of your telephone.

Conference: this allows you to set up a conference call.

To set up a conference call
- ☎ Lift handset and dial first party
- ☎ Once connected, press conference and dial 2nd party
- ☎ Once connected, press conference and all three will be on the line
- ☎ Repeat for each additional party(up to 6 total, maximum 2 off campus)

Emergency Calling Button: This button has been programmed to offer you an auto dial button to Security Services.

To reach security services
- ☎ With the handset on or off hook, press the Emergency button to reach Security Services

Message: this button is used to access voicemail

To access voicemail
- ☎ Lift the handset or press the extension key to listen handsfree.
- ☎ Press the message button
- ☎ Follow the voicemail instructions

Hold: This button is used to put an active call on hold

To place a call on hold
- ☎ During an active call press Hold to place call on hold
- ☎ An arrow will flash beside the extension number to indicate that you have a caller on hold
- ☎ To return to the call, press the extension button

Volume: This button is located below the number pad on the telephone. This allows you to adjust the ringing and speaking volume.
- ☎ To adjust ringer volume press toggle to the left or right during a ring.
- ☎ To adjust the listening volume, press toggle to left or right while on a call

RLS/ Goodbye: This is a release button which disconnects the call when completed.
- ☎ To disconnect an active call press Rls or Goodbye.

Speed Call: This button allows you to assign a speed call two digit code to frequently dialed telephone numbers.

To program a speed call button
- ☎ Leave handset on hook and press speed call
- ☎ Dial two digit code
- ☎ Enter the telephone number to be stored
- ☎ Press speed call again

To make a call using a speed call button
- ☎ Lift handset
- ☎ Press speed call
- ☎ Dial two digit code

Forward: this allows you to forward your extension to another extension number or voice mail.

To forward your phone to another extension or voicemail
- ☎ Leave handset on the hook and press forward
- ☎ Dial the extension number you wish to forward to
- ☎ Press forward again
- ☎ A black arrow will appear beside the forward key to indicate that you are in forward mode.
- ☎ You cannot forward your extension to your cell phone or an off campus number.

To remove forwarding from your phone
- ☎ Leave handset on the hook and press forward once
- ☎ The black arrow beside the forward key will disappear

Mute: Mute allows you to mute conversation from your caller.

To mute your conversation from your caller
- ☎ While on an active call, press the Mute button
- ☎ The LED indicator will flash to let you know the caller cannot hear you. Note: you will still be able to hear the caller
- ☎ You can then have a private conversation with someone in the room.
- ☎ Press the Mute button again to restore call.

Handsfree: Handsfree allows you to obtain a dial tone and place a call without lifting the handset.
- ☎ Leave handset on the hook
- ☎ Press extension key and dial number
- ☎ To cancel handsfree, lift the handset.

Making Local Calls: within the local calling area
- ☎ Dial 9 then the 10 digit local phone number

Making Long Distance Calls using Your Selectcom Long Distance Authorization Code Within North American calling area
- ☎ Lift handset; dial 116, your personal confidential authorization code, then 81.
- ☎ Then proceed to dial with 1 plus the area code and phone number.

Overseas
- ☎ Lift handset, dial 116, your personal confidential authorization code, then 81.
- ☎ Dial 011, country code, area code and telephone number.

Using Bell Calling Cards or Call me card
- ☎ Dial "0" and advise attendant of your requirements.

Toll Free Calls
- ☎ Dial 9, then 1-800(or 888, 877, 866)-xxx-xxxx