**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:**
- **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

- **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 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 #
- 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

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**Quick Reference Guide**

M2008 • M3902 • I2002 • Voicemail

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

**STUDENT ENQUIRY LINE** x26664
Or email rezphone@mcmaster.ca
### Telephone Features

#### Message:
- This button is used to access voicemail.
- **To access voicemail**
  - Lift 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.
- **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

#### 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

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

#### Using a Calling Card:
- Follow instructions on the back of the card. Dial 9 then the 10 digit local phone number or 1-800 number supplied on the card.

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**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.