

Telephone System

The telephone system is managed by the Computing Services Department. Please contact the Computing Services Help Desk at Ext. 1230 if you need assistance.

The links to the various manuals for the telephone equipment listed below are linked under the *Attachments* section below. These manuals should provide support for using the telephone system in place at Southwestern Michigan College.

- [Lucent 6500 Series Users Guides](#)
- [Avaya User Guide](#)
- [Voice Mail/Telephone Quick Start Guide](#)

Voice Mail

- To access the voice mail system from either campus, type in 1410.
- To access the voice mail system from outside campus, type in 782-1410 and enter your extension and password

Creating Voice Mail

To send a message directly to someone's voice mail without actually calling them, type in 1065 and then the extension and record your message.

Conference Calls

The conference feature allows you to conference up to six parties (including yourself) on a call:

To add another party to a call (for a total of six parties):

1. Press Conf button on phone (dial tone)
2. Present call is put on hold; you are given a new call appearance
3. Dial the number of the new party and wait for an answer.
4. When you want to add the new person, press Conf button again.
5. Repeat Steps 1 through 3 for additional conference connections.

To add a call you have put on hold to another call you are connected to:

1. Press Conf button (dial tone)
2. Hold call light and the current call appearance light flutter.

3. Press the call appearance button of the call on hold (first call).
4. Press Conf button again

All parties are now connected.

To drop the last person added to the conference call:

1. If your telephone has a display, press the Menu button and then press the softkey below Drop
If you do not have the Drop feature on your display, press the Drop button (if administered)

To answer a new call while active on another:

1. Press the Hold button
2. Green light next to the held call blinks.
3. Press the call appearance button of the incoming call.

You are connected to the incoming call.