Faculty / Staff Phone Cheat Sheet

Alcatel-Lucent IP Touch 4028-4038

To Call Another Extension

Dial the 4 digit extension number

To Make an External Call

Dial 8, plus telephone number

To Transfer an Incoming Call

While talking to caller, press TRANSFER key, dial the extension number to transfer to

Press TRANSFER key to transfer immediately, or wait for the party to answer to notify them, and then press the TRANSFER key to complete transfer

To Transfer a Call to Voice Mailbox

While talking to caller, press TRANSFER, dial extension number, plus 8,

Press TRANSFER key to complete transfer

To Leave a Message in a Voice Mailbox

Dial extension number, plus 8

To Leave a Callback Request

Dial a station number, plus 5 or

Press CALLBACK key before terminating call to activate callback request

To Answer a Callback Request

Press MESSAGE key (orange button)

Press CALLBACK key to view caller

Press RECALL to ring that station, press DELETE to delete callback request

Setup Voicemail

Press the MESSAGE button and select VOICE MAIL then input the temporary password (same as extension)

Choose a new password, record your name, and select a greeting option when prompted

To Listen to Voice Mail Messages

Press MESSAGE key

Press NEW VOICE MESSAGE key

Enter your security code and follow voice prompts

3-Way Conference Call

While talking to first party, press CONFERENCE key, dial second party

Press CONFERENCE key to link all three parties

Station Call Pickup

To answer a ringing station, dial *72, plus the ringing station number

Group Call Pickup

To answer a call ringing in your group, dial *73

Parking Calls

While talking to caller, press PARK key (if programmed), or dial *75, call is parked on that station

To park a call on a specific station, press PARK, or dial *75 and dial station number to park call on

Retrieve Parked Call

If you are at the station the call was parked on, press PARK key to pickup the call, or dial *75

To pickup a call parked on a specific station, dial *75 followed by the extension number the call is parked on

To Set Call Forwarding

Press FORWARD key (top right display key), select type of forward

To Cancel Call Forwarding
Press FORWARD key (top right display key), press Deactivate

To Access Voice Mail from off campus
Dial your direct telephone number
When you hear the greeting answer, press # key
Enter your security code
Follow voice prompts

Program a speed dial button on your office phone
Navigate to the "Menu" tab using the navigation arrows
Press SETTINGS, then SET, then KEY PROGRAM
Press MAIN PAGE to display the keys on the main page, then choose an open key that has "…." next to it
Press SPEED DIAL, enter the number in NUMBER, then the name in MNEMONIC, Press APPLY

Search the phone directory
Using the phone keypad, type the initials of the party then press INITIALS on the screen, or
Type the first 3 letters of the first or last name and press NAME or NAME-1st