You’ve just received a new Avaya phone and have been migrated to the new AVST voicemail system. The instructions and information on this sheet will help you to get started with your new phone.

Note that access to the old voicemail system will be available until March 26, 2017. Call (657) 999-1508 then enter your 5 digit mailbox number and password for the previous VoIP system.

**Placing a Call**

- **To call an on-campus extension**, dial the 5 digit extension of the person you are trying to reach. *Example: 4-4357.*

- **To call off-campus numbers**, dial ‘9’ followed by the 7 digit number or if long distance dial 9, 1 then the 10 digit number of the person you are trying to reach. *Examples: 9 555-1212 or 9 1 (415) 555-1212*

**Transferring a Call**

- **To transfer a call**, press the ‘Transfer’ softkey while the caller is on the line, enter in the extension you wish to transfer them to, and press the ‘Complete’ softkey (see phone diagram, section C.)

- **To cancel the transfer**, press the ‘Cancel’ softkey to return to the original caller (see phone diagram, section C.)
Accessing Voicemail & Setting Your Voicemail Greeting

- To setup your voicemail, press the voicemail access button (see phone diagram, section D), and enter 159753. You will then be prompted to reset your password, record a name and set a personal greeting.
- You can access your voicemail from off campus by dialing 664-2020, pressing #, then enter your extension, and finally your security code (the default code above if it is your first time).

Conference Calling

- To start a conference call, press the ‘Conf’ softkey with the first caller on the line. Then,
  1. The first party will be put on hold and you will be given dial tone on another line.
  2. Dial the next party that you want to add to the conference.
  3. When the 2nd caller connects, press the ‘Join’ softkey to add the 2nd caller to the conference call.
- Repeat these steps until all parties are added – using the “Join” softkey each time.

Creating Contacts

- To create a contact, press “Contacts” (see phone diagram, section E.)
  1. If this is your first contact then press “New” and enter the contact’s name using the dial pad. Otherwise, press the “More” softkey and then press “New”.
  2. Press the down navigation button and enter the telephone number exactly as you would dial it out.
  3. Specify the number type (Home, Work or Mobile).
- Press “Save.”

Headsets

- Most headsets currently in use should work with the new phones. The requirements are that the headset utilize a RJ-11 (telephone) plug. The headset base will connect to the bottom of the phone in the jack labeled with the headset icon.

For more information on the features of your new phone, please visit www.sonoma.edu/IT/helpdesk/voip.

If you have any questions or concerns, please call the IT Help Desk at 707-664-4357, or email helpdesk@sonoma.edu