

# VOICE MAIL & TELEPHONE INSTRUCTIONS

[www.isu.edu/netel/students/dorm-dial/voicemail-telephone.pdf](http://www.isu.edu/netel/students/dorm-dial/voicemail-telephone.pdf)

## VOICEMAIL-

### **Ring-No-Answer Call Forwarding:**

Once Voice Mail is activated, Voice Mail will answer your calls automatically after approximately (4) rings.

### **Immediate Call Forwarding:**

Pick up handset - Dial \*\*1 + 6921

To Cancel Immediate Call Forwarding - Pick up handset - Dial \*\*2

### **Audible Message Waiting Indication:**

If there are messages you have not listened to on your phone, you will hear a “stutter” or “broken” dial tone when you pick up your handset and listen for a moment.

### **To Access Voice Mail from on-campus:**

Dial 6922 from your own phone or 6920 from any other phone - Follow the prompts.

Note: Your password is the same as your extension number until you change it.

It is strongly recommended you change your password so others cannot access your mailbox.

### **To Access Voice Mail from off-campus:**

Dial (208) 282-6920 – Follow the prompts.

### **Voice Mail Decision Tree:**

1= Listen to New Messages

5=Repeat Current Message

6=Listen to Next Message

4=Listen to Previous Message

7=Delete the Message

8=Forward the Message

9=Save the Message

2= Change Folder

0=New Messages

1= Old Messages

2= Work Messages

3=Family

4=Friends

#=Cancel

3= Advanced Options

1=Send a Reply

3=Hear Message Envelope

\*=Return to Previous Menu

0=Mail Box Options

1=Record Unavailable Greeting

2=Record Busy Greeting

3=Record Your Name

4=Record Temporary Greeting

5=Change Password

\*=Return to Main Menu

\* Help

# Exit

## TELEPHONE FEATURE CODES-

### **Call Forwarding in *Rendezvous Housing Complex*:**

Pick up handset - Dial \*\*1 + Extension you want to forward to  
To Cancel Call Forwarding - Pick up handset - Dial \*\*2

### **Call Forwarding in *Other Housing Complexes*:**

Pick up handset – Dial #9 + Extension you want to forward to  
To Cancel Immediate Call Forwarding - Pick up handset - Dial ##9

### **Call Waiting in *Rendezvous Housing Complex*:**

During a call, when you hear the tone, press flash to toggle between the active call and the incoming call.

The call waiting tone will only alert you one time.

Note: A Flash is a momentary time (less than ½ second) where the phone is hung up or the Flash Button is pressed on your phone (Not all phones have a Flash Button. If your phone does not have a Flash Button, depress the on-hook switch for less than ½ second)

### **Three-Way Conference Call in *Rendezvous Housing Complex*:**

During a call, press the Flash Button for dial tone, dial the third party. When they answer and you are ready press the Flash Button again to connect all three parties.

### **Redial in *Rendezvous Housing Complex*:**

Pick up handset – Dial \*#  
Dials the last number dialed from this phone.

### **Caller ID in *Rendezvous Housing Complex*:**

Caller ID is available in the new Rendezvous Housing Complex.  
It will display the number of the calling party.

## DIALING INSTRUCTIONS-

### **Local and Toll Free Calls**

Local Calling Area	8+Number
Emergency Calls	911
Toll Free Calls	8+1+ 8xx +Number

### **Long Distance Calls – *Housing Phones***

Continental U.S. , Alaska , and Hawaii	9 + FAC + 1+Area Code + Number
International	9 + FAC + 011+Country Code + Number
Directory Assistance	9 + FAC + 1411
Personal Calling Cards	751 +1010xxx+0+ Number

**Note:** Different carriers have different access codes or “800” numbers to dial for access. Check the back of your card for specific access instructions.  
If you need Operator assistance, or are dialing international, do not dial the number after the access code, just WAIT for your operator.

### **Long Distance Calls – *Rendezvous Housing Phones***

Continental U.S. , Alaska , and Hawaii	9 + 1+Area Code + Number + FAC + #
International	9 + 011+Country Code + Number + FAC + #
Directory Assistance	9 + 1411 + FAC + #

### **Off-Campus Access to Long Distance Service**

- 1-From any off-campus phone dial (208) 282-0172
- 2-Listen for beeps, dial your 6-digit Forced Authorization Code (FAC)
- 3-Listen for beeps, dial 9 + FAC +1 (or 011) + Number