

Centrigram Phone System



Below are a few helpful guidelines on setting up and using your telephone. Your residence hall extension has two voice mailboxes, one for you and one for your roommate. Your mailbox number will be the same as your four-digit extension number plus a 1 or 2 depending on which mailbox is yours. In the case of Forester Village there are four voice mailboxes per apartment. It is left totally up to each student which mailbox number they choose.

To Initially Set Up Your Mailbox:

Take the following steps to set up your voicemail:

NOTE: You will want to have your greeting ready before you start the tutorial.

1. Pick up the handset and press “**1600**”. (this is the number in to the system)
2. You will hear, “**Welcome to the message center . . .**” or if you hear an individual's voice, just type in the temporary pass code in step three and then you should hear the tutorial instructions.
3. Enter “**123456**”, (this is a temporary pass code)
4. You will hear, “**Welcome to the voice mail tutorial. I will help you set up your mailbox**”. You will be asked to establish a new 6 digit pass code (The system will not accept a series or sequence of digits.), record a personal greeting, and record your name. Just listen to the tutorial and it will guide you through each step.

If you have any problems setting up your voice mailbox or phone trouble, feel free to put in a Call Center request or contact Wendy Gower in Technology Services at extension 4211 or by email at callcenter@huntington.edu.

NOTE OF CAUTION: One thing to remember when making calls is that if you dial “1-260” our system will automatically charge you the long distance rate—even if it is a local call. Please be careful when dialing. The following exchanges are NOT long distance from Huntington and do NOT need the “1-260” when dialing:

344 – Bippus	758 – Markle
355, 356, 358, 359, 366 - all Huntington	786 – Andrews
468 – Reservoir	

If you are ever in doubt, it would be better to dial the number without dialing “1-260” and if the number is long distance, you will get a recording telling you the number was not dialed correctly.

Helpful Tips for Using Your Phone

How do I call another room or extension? [Call_Campus](#)
How do I make a local call? [Call_Local](#)
Can I place a call on hold? [Call_Hold](#)
Can I transfer a call? [Call_Transfer](#)

How do I retrieve my voice mail messages? [VM_Retrieving](#)
What do I do if the voicemail never picks up? [Forward_Busy](#)
How do I change my greeting or pass code? [User_Options](#)
I can't remember my pass code? [PassCode](#)

- ✦ **Station to Station Calling**—If you would like to call another extension on campus, lift the handset, receive dial tone and press the desired four-digit extension number.
- ✦ **Outgoing Local Call**—If you would like to place an outgoing local call you will need to lift the handset, receive dial tone, press “9” and the number.
- ✦ **Place a Call on Hold**—Press the “Flash” button, receive special dial tone, dial “60”, and DO NOT replace the handset. To return to the call replace the handset and wait for ring back. Lift the handset to answer the call.
- ✦ **Transferring a Call**—If you need to transfer a call to another extension, (while still connected to the call) press the “Flash” button, receive special dial tone and press the extension number of where you want the call to go. You can either stay on the line and announce the call or simply replace the handset once the system has begun ringing the other extension. If there is no answer and you wish to return to the caller, simply press the “Flash” button again and you will be reconnected.
- ✦ **Retrieving Voice Mail Messages**—If you have a message the red light on your phone will be illuminated. To retrieve the message you need to pick up the handset, dial “1600” plus “1” or “2” depending on which mailbox is yours, and enter your pass code after you hear the greeting. The system will tell you how many messages you have and give you options on handling them.
 - 7 = to play a message
 - 1 = to pause for 30 seconds
 - * = to move back 5 seconds
 - # = to move forward 5 seconds
 - 8 = to skip to your next message
 - 8 + * = to go back to the beginning of your previous message

After you have finished listening to a message, you have the following options:

- 3 = to discard the message
- 5 = to keep or save the message
- 7 = to play the message again
- 9 = to exit the voicemail system
- * = will retrieve a message if **immediately** pushed after message has been discarded.

Your voice mailbox will store up to eight (8) messages. Played messages can be stored for up to three (3) days; unplayed messages will be stored for up to ten (10) days. After this time, the messages will be deleted. To keep your mailbox ready to receive new messages, please delete messages after you listen to them.

- ✦ **User Options**—There are several voice mail options you have as a user. To get to these options you will need to lift the handset, press “1600”, listen for the greeting, enter your **pass code**, and then press “8” for user options. Listen to the system for instructions. Here are a few options you may use.
 - Record new greeting—Press “4” (G)
 - Change your name—Press “6” (N)
 - Change your pass code—Press “7” (P)
 - To exit—Press “9” (X)
- ✦ **Call Forwarding Busy to Another Extension**—If you find that the voicemail is not picking up that means your phone has not been programmed with the “Call Forward Busy” option. You need to lift the hand set, press “*” and “5”, receive special dial tone, dial “1600” and replace the handset.
- ✦ **Forgotten Pass Code**—If you have forgotten your pass code there is no way to retrieve it. If this is the case, then contact Juanita Schrodts at extension 4211 and she can reset it for you. The new temporary pass code will be “123465” and you will need to follow steps 1 thru 4 again for when you initially set up your voice mailbox.