Welcome to your Avaya Phone System

GENERAL INFORMATION
1. To place an internal call, dial the 5 digit extension number. If your phone number is 646-962-9999, your extension will be 1-9999. If your phone number is 212-746-9999, your extension will be 6-9999
2. To place a local call, or long distance call, dial 9 + 1 + the area code and the number.

TO MAKE A CALL
Lift the handset or press the key next to your extension
You may also use the HANDSFREE key (this is the key next to your handset on the lower left hand side of the phone).

FEATURE DESCRIPTION

AUTO DIAL (This is used to save one telephone number on a specific button)
To Program - Without lifting the handset, press the AUTODIAL button and enter the telephone number exactly the way it is dialed including 9 if it is an outside call. Press AUTODIAL a second time to save the entry.

To Use - Lift the handset, press the Handsfree, or Headset button to get dial tone, then, press the AUTODIAL button.

CALL FORWARD
Press the FORWARD button. Enter the 5 digit number to forward your calls to, and press the FORWARD button again. Press the FORWARD key again to cancel.

CALL FORWARD TO VOICE MAIL
Press the FORWARD button. Enter 18600 and press the FORWARD button again. This will send your calls directly to voice mail. Press the FORWARD key again to cancel.

CONFERENCE CALLS
Make or receive the first call. Press the CONF button. Your first call is on hold automatically. Dial the number to conference in and announce the conference. Press the CONF button to join all three parties. Repeat process to add more people, up to six people total. If you reach someone that does not want to participate on the call, or is does not answer, press the GOODBYE key. This will disconnect you from the person you just dialed. To return to the Conference call, press the key next to the extension you used to begin the process and you will then be able to add other callers, or begin your Conference Call.

PARK
Parking a call places the caller on hold in the phone system, not on your phone. To use this feature, press PARK. A four digit number will appear on your screen. Make a note of this number and press PARK again. To retrieve this call, get dialtone on any phone and enter the four digit number and the caller will now be on the line.

SERVICES
Pressing the SERVICES button allows access to phone features such as volume and display format.

HANDSFREE
To make a handsfree call, press the button next to your extension without lifting the handset. Dial the call as normal. If on an existing call press the HANDSFREE button and hang up the handset. Lifting the handset will turn off the speaker.

LAST NUMBER REDIAL
Lift the handset and press the button next to your extension, or press button next to your extension twice without lifting the handset to use the speaker phone option.

EXPRESS MESSAGING
This feature allows you to leave a voice mail directly in a person’s voice mailbox. Express Messaging bypasses the phone ringing. To send an Express Message, dial 80333. The auto-attendant will ask for a mailbox number. Enter the person's 5-digit extension followed by the number (#) sign. That will take you directly to the person's voice mailbox, where you can leave a message.

TRANSFER
Press the TRANS button and dial the number to transfer to. Announce the call and press the TRANS button again. To transfer without announcing the call press the TRANS button and dial the number, and press the TRANS button again.

ACD QUEUE AGENTS
Logging into an ACD Queue:
1. Lift the handset
2. Press the key next to your ACD Queue extension
3. Enter your agent ID and press the # key.
4. Press the NotReady key to begin receiving calls.

Logging out of an ACD Queue: Press the MakeSetBusy key twice.

NotReady Key
Press this key to temporarily remove yourself from the queue, while remaining logged in. To resume taking calls, press the NotReady key again.

VOICE MAIL
To access voice mail, press the **MSG/INBOX** button or dial 18600. At the prompt press the # key (if you are calling from your phone) or enter your mailbox number (the extension number) followed by the # key. Then enter your password followed by the # key. See below for setting up your voice mail for the first time, and for further voice mail instructions.

1. **TO ENTER THE VOICE MAIL SYSTEM:**
   - Voice Mail access within the office - pick up handset and push the **MSG/Inbox** button on the phone or dial **18600**.
   - **Outside the office - dial:** **(646) 962-8600**
   - When prompted for your mailbox, press the # key if you’re checking your voice mail from your own phone. If you’re checking your voice mail from another phone or checking someone else’s extension from your phone, dial the 5-digit extension followed by the # key.
   - Next, enter the password followed by # key (see below for steps on creating your password).
   - To listen to your message press 2, To discard a message press 76
   - To log off Voice Mail, dial 83 or just hang up the phone.

2. **SETTING UP YOUR VOICE MAILBOX FOR THE FIRST TIME:**
   - Lift Handset and dial 18600 (or push **Msg/Inbox** button on the phone)
   - When prompted for the mailbox, press the # key (if you’re setting up your voice mail from your own phone), or dial your extension followed by the # key. When prompted for your password, enter 55 plus your five digit extension, (this is the default password), followed by the # key. You will be asked to enter your NEW password. It must be six (6) digits or more. Please read next section for more details.

3. **CREATING OR CHANGING YOUR PASSWORD:**
   - Log into the voice mail system (section 1 above). If you’re doing this for the first time, you will be asked to enter your new password
   - Enter your new password followed by the # key.
   - Enter your new password **again** followed by the # key.
   - Your password must be at least six (6) digits long.
   - You have now created your new password.
   - The next time you log in, you must use this password.
   - To **change** your password, after logging into your mailbox, press **84** then follow the voice prompts to enter your new password.

4. **TO RECORD YOUR PERSONAL GREETING:**
   - Enter your voice mailbox (section 1 above)
   - Press 82.
   - Press 1 to record your external greeting.
   - Press 5 to begin recording and the # key to stop.
   - Press 2 to listen to your recording.
   - You may delete it by pressing 76, then press 5 to record again.

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**USER GUIDE**

Weill Cornell Medical College

If you need help using your phone, or are experiencing problems, use one of the following methods to request assistance:
- Call ITS Support M-F / 7am-7pm at 212-746-4878 (6-4878)
- Email ITS Support at **support@med.cornell.edu** or visit **http://phones.med.cornell.edu** and submit a help request using the online form

**WCMC IP Phone**