

How-To Phone Guide

3 Way Calls:

- Once you establish the first call, press the Transfer key.
- Dial the third party's number and wait to see if there is an answer (If there is no answer or the line is busy, press Transfer to reconnect to the first call).
- When the third party answers, press the Conf key.

Call Forwarding (If line is busy, call will be forwarded to voicemail):

- Dial #3
- Dial 79997
- Hang up
 - Note: To clear out call forwarding press *3 and hang up

Call Forwarding (If line is not answered, call will be forwarded to voicemail):

- Dial #4
- Dial 79997
- Hang up
 - Note: To clear out call forwarding press *4 and hang up

Call Forwarding (to other UNM extensions or off-campus numbers):

- Dial #2
- Enter the five digit UNM extension OR enter 9 and the seven digit phone number
 - Note: To clear out call forwarding press *2 and hang up

Setting Voicemail Greeting (Personal or Standard):

- Go to the voicemail main menu by dialing 79997 and entering your voicemail security code
- Press 3 to get to the functions menu
 - Press 4 for a standard, pre-recorded greeting or press 6 for an out-of-office greeting.
- Press 1 to access the personal menu
- Press 3 to record a personal greeting

Changing Voicemail Password (if you know current password):

- Go to the voicemail main menu by dialing 79997 and enter current password
- Press 3 to get to the functions menu
- Press 1 to access the personal menu
- Press 4 to change your password

Resetting Voicemail Security Password (if forgotten):

- Visit help.unm.edu
- Click Make a Request and go to Telecom Service Requests
- Click Voicemail Request
- Enter personal information and in the 'brief description' box state that you need to reset your password and include your phone number and email

- An email will be sent to you giving you a temporary password.

Changing Ringtone and Ringtone Volume:

- Press the Feature key, followed by the digit 3
- Keep pressing 3 until you find a desired ringtone (To change volume press the up or down arrows)
- Once you find your desired ringtone press the Feature key