Everett University Center Telephone Tips & Tricks

The Everett University Center (EUC) has a telephone system in Gray Wolf Hall that is set up similarly to Everett Community College’s phone system. You can dial EvCC Numbers using 4-digit dialing, and EvCC phones can dial EUC phones using 4-digit dialing.

How to set up your voicemail
- On your phone, press the “messages” button.
- You will be prompted to enter your PIN followed by the #. The default PIN is typically “2” followed by the last 4 digits of your phone number.
- Follow the audio instructions to change your recorded name, greeting and PIN.

How to check voicemail
- On your phone, press the “messages” button.
- You will be prompted to enter your PIN followed by the #.
- Follow the audio instructions to listen to messages or change the voicemail settings.

How to dial an internal number
Dial the last 4 digits of the phone number. Example; for 425-405-1600, just dial 1600. This applies to both EvCC and EUC Extensions.

How to dial an external number
Press 5 + Area Code + Telephone Number. You press 5 to get an outside line. Example: to dial 425-257-8700 just dial 5 + 425 + 257+8700

How to dial an external Long Distance number
5 + 1 + Area Code + Phone Number (then after you hear 2 beeps, enter your 5 digit Forced Authorization Code (FAC) followed by the # (pound) key.

How to answer a new call while you have an active call
Press Answer softkey or flashing Line Button - the first call is placed on hold automatically.

How to send all calls directly to Voicemail
Forward All – Use this softkey to forward all of your calls directly to VoiceMail.
- Press Forward All (softkey)
- Press the Messages button (voicemail) or enter 1670.

There will be an arrow flashing to the right of your telephone number (above the telephone icon) and there will be a message saying “forwarded to Voicemail” until you disable this feature.

To turn off Forwarding, - press Forward Off softkey.

How to change my greeting message from your On campus phone.
To set up and personalize your voice message service - press the Messages button and follow the instructions:
- Enter your pin followed by #
- Press 4 for setup options
- For greetings press 1

There are five types of greetings messages:
- Standard = standard greetings during normal business hours.
- Closed = after normal business hours.
- Busy = when you are busy on the telephone.
- Internal = when a call is an internal caller.
- Alternate = instead of all other greetings when the Alternate greeting is turned on. You can use if for special situations, such as vacation time.

How to access Voice mail from Off Campus or another campus phone to listen and/or change my greeting
Dial your ten digit telephone number (e.g. 425-405-16XX) or the Voice Mail Access Number (425-405-1670) (or from another on-campus phone, dial 1670)
- If you hear your voice mail greeting start - press *
- You will be prompted to enter your ID followed by # (Your ID is the last four digits
of your telephone number (e.g. \textbf{16XX}))
• You will then be prompted to \textbf{enter your PIN followed by #}
• Once you have accessed your mailbox listen to the prompts
• Press 1 to listen to messages
• Press 4 for Setup options, then for Greetings press 1

| Name Dialing | When callers dial \textbf{425-405-1670} or \textbf{1670} (or otherwise reach the Opening Greeting), they will hear an option to \textbf{Press 4 for Name Dialing}. They will be prompted with “Who would you like to reach?” They will then be able to speak the first and last name of the person they wish to talk to. If the system can determine a matching name, the caller will be connected to that person’s phone. For this to work the first and last name of the mailbox owner needs to be specified correctly in the system database (not just by re-recording the spoken name). |
| How to control volume | \textbf{Volume for the Ringer}
• Press the volume button while the handset is in the cradle. The new ringer volume is saved automatically.
\textbf{Volume for a Call}
• Press the volume button during a call or after receiving a dial tone. Press the softkey \textbf{Save} to save this volume setting for future calls.
\textbf{Note}: Volume settings for the handset, speakerphone, and headset can be adjusted separately. |
| How to transfer a call | While you have the caller on the line:
• Press the \textbf{TRANSFER} soft key
• Key in the 4 digit # of the person you want to transfer the call to
• You can talk to the person you are transferring the call to when they answer (Announced Transfer), then press \textbf{TRANSFER -OR-} you can just press \textbf{TRANSFER after the called party's phone starts ringing} (Blind Transfer).
• To Transfer a caller directly into someone’s Voice Mailbox, transfer the call to \textbf{*1XXX} (Star followed by the 4-digit extension). You can generally skip the standard Voice Mailbox greetings by hitting \# once the greeting starts. |
| How to use MeetMe Conferencing | Need to get more than 3 people on a phone call but less than 10 (for now)? \textbf{You can use MeetMe Conferencing}. We have set up 4 conference “bridges” up for you all to use on a first-come, first served basis. The numbers are:
• \textbf{425-405-1551}
• \textbf{425-405-1552}
• \textbf{425-405-1553}
• \textbf{425-405-1554}
You must use a EUC Cisco IP Phone to \textbf{INITIATE a MeetMe conference}. EvCC Phones have their own MeetME numbers. After you have started the conference, other on-campus or off-campus users can dial in. Here are the steps to use this feature:
1. Take your phone off-hook - pick up the handset or press the speaker phone button.
2. Press the \textbf{More} softkey - which is the right-most option displayed on the phone. Softkeys are the horizontal keys (buttons) above the numeric keypad of the phone.
3. Press the softkey \textbf{MeetMe}.
4. Dial one of the numbers above - JUST the last 4 digits (1551, 1552, 1553, 1554).
You will now see “To Conference (4 digit extension)” displayed. This conference bridge is now \textbf{active}.
Anyone wanting to join the call will must dial \textbf{155X} (the one you used above) or \textbf{425-405-155X}. Subsequent callers that dial into the bridge will generate a beep on the line so others know callers have joined the conference bridge.
These lines are not monitored so when you activate the line as the facilitator, just "say hello" to see if there is anyone using it. You do not have to schedule the bridge.
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<tr>
<th><strong>How to set up and use speed dialing (FUTURE)</strong></th>
<th><strong>Once we have enabled this feature, you will be able to open up a web browser and go to <a href="https://evt-uc-pub.everett.wsu.edu/ucmuser">https://evt-uc-pub.everett.wsu.edu/ucmuser</a></strong></th>
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<td>• If you see a security message just override with “Continue to this website”</td>
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<td>Log on using your <strong>EUC Windows network login name and password</strong> (case sensitive)</td>
<td>• On the opening page you will see a list of your phones, plus a navigation pane on the left for Phones, Phone Settings and Call Forwarding, plus tabs along the top for Phones, Voice Mails, IM &amp; Availability, General Settings and Downloads.</td>
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<td>• If you have more than one office phone or phone lines, select the phone you want to setup.</td>
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<td>Click Phone Settings, then Speed Dial Numbers to add/edit your Speed Dials.</td>
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<td>• The exact appearance of this next screen will depend upon the type of phone you have and how many lines you have available or active.</td>
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<td><strong>Begin entering phone numbers with Speed Dial 10 for the first (or only) line on your phone.</strong></td>
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<td>• NOTE: If your line is not the first line then do not start with the number 10. If you are the owner of the second line begin entering with Speed Dial 20. Third line? Begin with Speed Dial 30 and so on. Users of a shared phone may only use 10 speed dial settings.</td>
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<td>• In the box next to the Speed Dial No. enter the phone number the way you would dial it. For an internal number... just enter the last 4 digits. For external numbers enter a 5 and all ten digits; or a 5 plus 1 plus ten digits for long distance. The latter will also prompt you for your access/authorization code.</td>
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<td>Add text in the label text box to enter a description of this number.</td>
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<td>Click Save to save your entry.</td>
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<td><strong>Using Abbreviated Dialing</strong></td>
<td><strong>Example:</strong> You've set up &quot;10&quot; to dial a frequently used outside line. Since the emergency screen is on now on our phones you need to press &quot;EXIT&quot; first. Dial &quot;10&quot; before you select a line. Then select “AbbrDial” from the soft key buttons on our screen. As it is dialing select the line and lift the handset or press the speaker button.</td>
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