

## FREQUENTLY ASKED QUESTIONS & TIPS

### ***What is the difference between "Park" and "Hold"?***

When you "park" a call, the system will assign a number where it has placed the call. You may then go to another phone and pick up the call by dialing the number the system assigned to it and you will be connected to the call. When you place a call on "hold" you may only retrieve the call at the phone where you placed it on hold.

### ***What is Spelling mode and Number mode mean when using my voicemail?***

Unity Voicemail allows you the option of entering a person's extension (number mode) or by spelling (spelling mode) the person's name on your number keys. You may toggle between the two by pushing " # # " .

### ***Can I access the voicemail system from any phone, or do I have to use my own phone?***

You can access the system from any phone, no matter where you are, at any time of day. You can use your car/cell phone, your home phone, your office phone, or any pay phone to access the voicemail system. The remote access number for voicemail is 949-348-6099.

## **TIPS**

- Forward your calls to voicemail when going to a meeting. Press **CFwdAll** and **messages**.
- Press " # " to skip the menu greeting and leave/record your message.
- Press " \* " to skip the main menu greeting when accessing your voicemail remotely.

### ***How do I reach the Help Desk?***

If you are having problems with your new phone system you may contact the Help Desk at:

**949-348-6070**

EMAIL \_\_\_\_\_

### ***Where will the documents be located online?***

<http://www.saddleback.edu/itc/ITCIPP.html>

### ***Where can I access the Cisco CallManager?***

<http://www.saddleback.edu/itc/ITCIPP.html>