



Spelman College

Administrative Services



Telecommunication Services

Telephone/Voicemail Quick Reference Guide

1. To access voice mail while on campus, dial 6500, enter your password and #. Follow prompts. When off campus, dial (404) 270-6500. Press the pound key (#). Enter your mailbox (extension) number. Enter password, followed by (#).
2. To record personal greeting, log in to voice mail. Enter password, press #. Press 3 to create, change, delete or activate a greeting. Press 1 to record a greeting. Follow prompts.
3. To change your password, log into voice mail, press 5 for personal options. Press 4 to change password. Enter new password (up to 15 digits and cannot begin with 0). Enter new password and press #.
4. To transfer a call, press transfer button, dial the number and press transfer button again.
5. For conference calling, dial the first party, press the conference button, and enter the phone number, **up to five callers.**
6. To make a long distance call, press 9 + 1 + area code and the telephone number.
7. **To forward your calls to another phone, press *2, enter the extension; listen for three short beeps then hang up. To cancel, lift receiver and press #2.**
8. **To send calls directly to voice mail, pick up receiver and press *3. To cancel voice mail coverage, pick up receiver and press #3.**
9. To dial outside of the campus, dial 9 + area code + local number.
10. To place an international call, dial 9 + 011 + country code + city code + local number.
11. To re-record a name in the voicemail system announcement, log into voicemail. Press 5 for personal options. Press 5 to record name. Follow prompts.
12. To redial last number called, press *9.

Reporting Telephone Problems/Request for New Service

Requests for telephone equipment, line activation, or repairs should be submitted to Administrative Services on the Telephone Work Order Form via Lotus Notes Dashboard application.

Telephone Operation

Instructions for operating telephones or the voicemail system currently being used at Spelman are available in the office of Administrative Services. If you have any questions regarding the use of your telephone, call us at extension 5400 with the model number and we will be glad to assist you.

Contact Persons: Help Desk ext. 5400