



Sam Houston State University

Bearkat Village I & II Residents Telephone Instructions

Placing a call:

There are six options for placing a new call:

1. Lift the **Handset** and dial the number
2. Press a **Line** button and dial the number
3. Press the **Speaker** button and dial the number
4. Press the **Headset** button and dial the number
5. Press the **New Call** soft key and dial the number
6. Press the **Speed Dial** button and dial the number

Ending a call

There are three options for ending a call:

1. Hang up the **Handset**.
2. Press the **End Call** soft key.
3. Press the **Speaker** button.

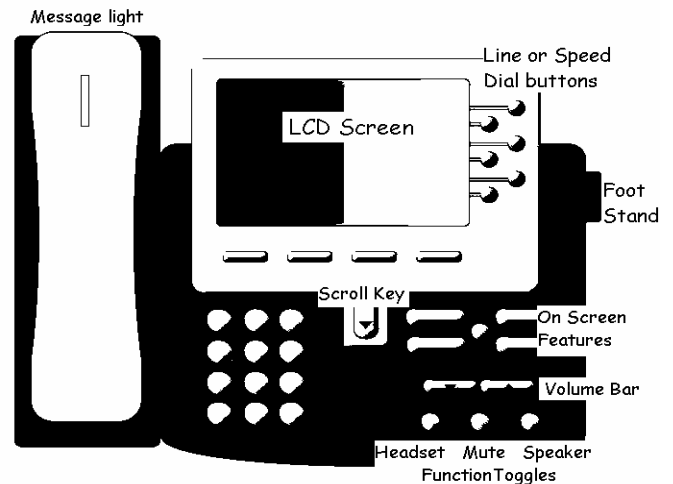
Redialing the most recent dialed number

Lift the **Handset** and press the **Redial** soft key.

*Note: you can also press the **Redial** soft key to place the call via **Speakerphone**.*

Setting up Voice Mail

1. Lift your handset to your ear and press the messages button.
2. You will receive a welcome to Unity message and will be asked to provide your password.
3. Enter the default password - which is the last 5 digits of your phone number and then # -- ie: 61234#
4. Follow the script to record your name, record a personalized greeting and change your password.
5. Once you've changed your password, you must remember it. The Helpdesk has no view of your password. If you forget your password, the Helpdesk will need to reset your VM box in the Unity server.
6. Listen until you hear Unity tell you that you have completed your VM set up. When you hear this message, you may hang up or press * for more options.



Sam Houston Campus Dialing

Dial the 5-digit extension - - i.e.: 41812

Placing local calls

Dial 9 + the 7-digit number

Long distance

Sam Long Distance has not been implemented in the Bearkat Village I & II at this time. Dial 9 for an outside line. You may use a calling card or a personal cell phone to make long distance calls. You may also call collect.

**For collect calls use 1-800-COLLECT
(1-800-265-5328)**

Placing a call on hold

1. During the call, press the **Hold** soft key.
2. To return to the call, press the **Resume** soft key.

Accessing Voice Mail

The red light on your handset lights up when you have a voice mail message and the LCD displays the number of messages you have received.

Press the **Messages** button and follow the instructions.

Once you have logged into the system, you can do the following:

To repeat message	press 1
To save message	press 2
To delete message	press 3
To reply to message	press 4
To forward message	press 5
To mark as new	press 6
To reverse	press 7
To pause or continue	press 8
To fast forward	press 9
Skip or move ahead	press #
<i>(use # to also skip greeting when leaving VM)</i>	
Cancel last action or back up	press *

To hear new messages	press 1
To send a message	press 2
To review old messages	press 3
For set-up options	press 4

From off-campus:

Call 496-2200 (936-496-2200 if long distance) Unity VM will answer. Press *. When it asks for your ID, enter your mailbox extension followed by #. Enter password, then #.

Adjusting the Ringer Volume

1. While the phone is not on a call, press the **Up** or **Down Volume** keys to hear a sample ring.
2. As the ring plays, press the **Up** or **Down Volume** keys to adjust to the desired level.
3. To save the ring volume setting, press the **Settings** button and then press the **Save** soft key.

For more assistance, contact the Helpdesk at 41950.

Changing the Ringer Type

1. Press the **Settings** button.
2. Use the **Scroll** keys to highlight **Ring Type** in the **Setting** menu.
3. Press the **Select** soft key to display a list of Ring Types.
4. Press the **Scroll** keys to highlight one of the available Ring Types.
5. Press the **Play** soft key to hear a Ring Type.
6. Press **Select** and then press the **OK** soft key to choose the Ring Type.
7. Press the **Save** soft key to save your selection and exit to return to the main menu.

Muting a call

1. Press the **Mute** button.
2. To disengage mute, press **Mute** again.
Note: If you are using mute along with the speakerphone, lifting the handset will disengage.

Using Call History

1. Press the **Directories** button to display the Directory menu.
2. Use the **Scroll** keys to highlight the desired call history option: Missed Calls, Received Calls, or Placed Calls.
3. Press the **Select** soft key to display the desired call history.
4. To speed dial a number, use the **Scroll** keys to highlight the desired number and press the **Dial** soft key. (If you decide not to make the call, press the **Exit** soft key twice to exit the Directories menu.)

Adjusting the Handset, Speakerphone and Headset Volume

1. During a call, press the **Volume** key to increase or decrease the volume of your **Handset**, **Speakerphone** or **Headset**.
2. To save the volume settings, press the **Settings** button and then press the **Save** soft key.

Note: The volume setting will only be changed for the option being used.