Desktop Telephones at MC

Did you know there are three different types of desktop phones being used throughout the College? While OIT has been busy migrating all telephones to the new cloud-based system, there are older types of phones still in use.

Take a moment to review the instructions for retrieving voicemail and setting up conference calls for each type of phone:

Polycom VoiceMail System (new phones):

Voicemail

Access Voicemail from your Desktop phone:
Access the voice portal from your desk phone by pressing the **Vmail** button or dial 79900
Enter your passcode followed by **# key**
Press 1 to access your voice mailbox
Press 1 to listen to your messages
Listen to your voice mail message(s)
Follow the menu prompts for message handling options (i.e. save, delete)

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Access Voicemail from any other phone or from outside the College:

Access the voice portal by dialing 240-567-9900
Enter your Mailbox ID (last five digits of your phone number) followed by the **# key**
Enter your passcode followed by **# key** when prompted
Press 1 to access your voice mailbox
Press 1 to listen to your messages
Listen to your voice mail message(s)
Follow the menu prompts for message handlingoptions (i.e. save, delete)

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Conference Calls

Initiating a Three-Way Conference Call:

Dial the first extension or telephone number
When the first call is answered, press the **Confrnc** key
Dial the 10-digit phone number or 5-digit extension for the person you want to add to your call and press phone button
When the 2nd party answers, press **Confrnc**

Accessing Voicemail from NEC Phones (older phones):

Voicemail
Access Voicemail from your Desktop phone:
Dial 71701
Enter your security code when prompted
Follow the prompts

Access Voicemail from any other phone or from outside the College:

Dial 240-567-1701
Enter your mailbox number followed by *** key**
Enter security code when prompted
Follow the prompts

Conference Calls
Conference Calls - Multi-line Phone:

Lift handset or press the speaker button
Dial the first extension or telephone number
While call is in progress, ask party to hold, press the **Transfer** button
Dial second extension or telephone number
After second party answers, press the **Conf** button to join all parties

Conference Calls - Single Line Phone:

Lift handset or press the speaker button
Dial the first extension or telephone number. While call is in progress, ask party to hold.
Press the **Flash** button (you will hear a stuttered dial tone)
Dial second extension number or "9", then the telephone number
After second party answers, press the **Flash** button to join all parties together

As always, the IT Service Desk is available to address any technology-related questions or issues.

You can reach us:

by clicking on the IT Service Desk icon on your desktop

by email at itservicedesk@montgomerycollege.edu

by web chat on OIT's web page at http://cms.montgomerycollege.edu/oit

by phone at 240-567-7222