

## Case User Guide for Student Analog Phones

**For all campus emergencies, call 368-3333**

### Telephone Services

**Campus Calling** – Dial all seven digits for campus calls – 368-xxxx or 754-xxxx. Centrex users can dial 4 or 5 digits.

#### Calling outside the Campus

**Local:** Dial 9 plus the number

**Toll Free:** Dial 9 + 1 + 800, 866, 877 or 888 and seven digit number

### Basic Telephone Features

**Call Waiting** – You will hear a tone and see the Caller ID of the person calling. Press the Flash button or the switch hook to go to the other call. If you don't answer the Call Waiting call, it will automatically forward to Voice Mail.

**Caller ID** – If Caller ID capable phone

**Call Forwarding** – Press \*\*1, listen for tone, enter the seven-digit campus number or 9+local number, hear confirmation tone, and hang up. You cannot forward calls to a long-distance number.

**Cancel Call Forwarding** – Press \*\*2, listen for confirmation tone, then hang up.

**VoIP Home Page:**

<http://www.case.edu/its/voip/>

**Unified Messaging Home Page:**

<http://www.case.edu/its/unifiedmessaging/>

### Problems? Call 368-HELP

### Voice Mail

#### Create your Voice Mailbox

<https://its-services.case.edu/UnifiedMessaging/Voicemail/index.cgi>

- Enter your Case User ID and passcode
- Follow the instructions to create a mailbox

#### Set Up your Voice Mailbox

<http://www.case.edu/its/unifiedmessaging/messaginginfo.htm#setup>

#### Listen to messages from your telephone

- Dial star zero (\*0) from any student analog VoIP phone
- To get your messages from off campus, dial your 754-xxxx telephone number and when you hear your greeting, press \*
- Select Name if shared mailbox or press star (\*) to enter your mailbox number
- Enter passcode followed by # key
- Press 1, 1 to listen to new messages or 1, 2 to listen to saved messages
- The \* key takes you back one menu

#### After listening to messages

- Press 1 to save the message
- Press 3 to skip to the next message
- Press 4 to replay the message
- Press 7 to delete
- The \* key takes you back one menu

#### Listen to messages from your computer

- Access Case email through email client or Case WebMail (<http://mail.case.edu>)
- Messages are stored in both your email Inbox and in an IMAP UM-Messages folder
- Open .wav file attachment

**Note:** There are two copies of each message – one that is in the UM-Messages folder which is tied to your telephone, and the other in your email Inbox. If you delete a message on the phone, there will still be a copy in your Inbox, and vice versa.