911

- Lift Handset
- Press 911 for UNM Gallup Police

Call Off-Campus Local Number

- Lift Handset
- Press 9
- Press the number you want to dial xxx-xxxx

Call On-Campus Number

- Lift handset
- Press the extension you want to dial xxxx

Call Long Distance Number

- Lift Handset
- Press 9
- Press your Century Link long distance code
- Press the number you want to dial 1-xxx-xxx-xxxx

Call Pickup

Phones must be pre-programmed to be in a group and physically close enough for persons to be able to hear another phone ringing

- Lift Handset
- Press *0
You should be able to hear the caller of the phone that was ringing

Call Forward – Busy

Lift Handset
Press #3 (you will hear a stutter dial tone)
Press 4 digit extension of where you want your calls to be answered if you are on the phone
Hang up

Call Forward – No Answer

Lift Handset
Press #4 (you will hear a stutter dial tone)
Press 4 digit extension of where you want your calls to be answered if you are not present
Hang up

Call Forward – All Calls

Lift Handset
Press #2 (you will hear a stutter dial tone) NOTE: THIS OVERRIDES #3 and #4 – your phone will NOT ring
Press 4 digit extension of where you want your call to be answered all the time
Hang up

Clear Call Forward – Busy

Lift Handset
Press *3 (if there is no forwarding set, you will hear a fast busy signal)
Hang up

Clear Call Forward – No Answer

Lift Handset
Press *4 (if there is no forwarding set, you will hear a fast busy signal)
Hang up

Clear Call Forward – All Calls

Lift Handset
Press *2 (if there is no forwarding set, you will hear a fast busy signal)
Hang up

Conference Call

Depress switch hook or Flash button
Dial the number
After the 2nd party answers, depress the switch hook  
All 3 parties should be connected

**Directory Assistance (Non-UNM billable)**

Lift Handset  
Press 9  
Press your Century Link long distance code  
Press the number you want to dial 1411 for local or long distance 1 + area code xxx + 555-1212

**Hold**

Depress switch hook or Flash button  
Press *5 and place receiver on desk  
Hang up or depress the switch hook until the call rings back

**Hold and Consult**

Depress switch hook or Flash button  
Press the 4 digit extension  
When the consulting party hangs up you are automatically connected back to the first party

**Operator**

Lift handset  
Press 0 for UNM Gallup on-campus Operator

**Transfer**

Depress switch hook or Flash button  
Dial the 4 digit extension  
Announce the call and hang up

**Voicemail Check From Your Extension**

Lift handset  
If there is a voicemail message you will hear a stutter dial-tone  
Press 7670  
Enter your passcode

**Voicemail Check From a Different Extension**

Lift handset  
Dial 7670 #  
During the greeting enter “9” followed by your mailbox number (your 4 digit extension)  
Enter your passcode
Voicemail Check from An Off-Campus Number

Lift handset
Dial 863-7670
During the greeting enter “9” followed by your mailbox number (your 4 digit extension)
Enter your passcode

Change Ring Tone and Volume

Ring Tone 1

Low volume: Press the Program button, #, 1
Medium volume: Press the Program button, #, 2
High volume: Press the Program button, #, 3

Ring Tone 2

Low volume: Press the Program button, #, 4
Medium volume: Press the Program button, #, 5
High volume: Press the Program button, #6

Ring Tone 3

Low volume: Press the Program button, #, 7
Medium volume: Press the Program button, #, 8
High volume: Press the Program, #, 9