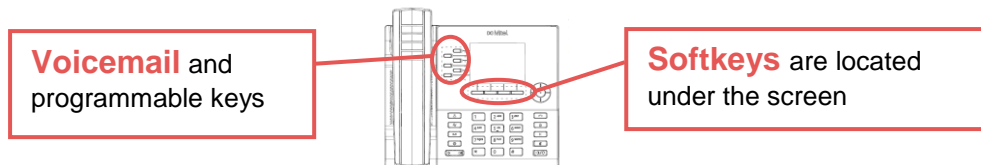


# Your new telephone - first use

Lift and replace the handset to clear the screen saver.

If your phone displays PIN:  then type \*\*\* and press the **enter** soft key under the screen.



Before you first use your phone you must log in. This can be to any campus phone and is called hot-desking.

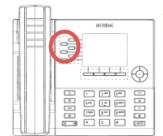
## Log in

Press **Hotdesk** on the **softkey** (under screen) then **Login** on the same softkey, then type your extension: **extension number** then press **enter** on the second softkey. Enter your **PIN** which is initially **extension number**, press the **enter** softkey and the phone will login. Your extension number will be displayed in the top left of the screen.

## Set up PIN and Voicemail

The first time you call voicemail you will be **guided through** changing your PIN, Voicemail greeting and recorded name. You may change these options later on individually but you need to go through the entire process the first time (about 5 minutes).

Lift the handset and press the **Voicemail** programmable key (to the left of the screen) or dial 5555. You will be asked to enter your **PIN** which is initially set to your extension: **extension number**



### Change PIN

Choose a **new PIN** and **remember** it for later access to your phone and voicemail.

Your new PIN:

- Must be between 4 and 10 digits solely using number 0-9
- Can't have the same digital more than three times consecutively e.g. 1111 or 577778. It also can't be a simple series e.g. 1234
- Must not match your extension or any other YSJ extension.

You will be asked to press **8** then **7**. Enter your **new PIN** followed by **#**. Your new PIN will be read back to you.

### Set Voicemail greeting

You will be asked to press **8** then **4**. Record your **outgoing voicemail message** then press **#**. Press **7** to review or **9** to confirm the message. An example message could be: 'You have reached the voicemail for **Jane Bloggs** please leave a short message including your name and contact number and I will get back to you'.

### Record name

Lastly you will be asked to press **8** then **6**. Record your name and then press **9** to confirm.

Voicemail setup should now be complete. See separate leaflet for how to change these options later on.

## Get more help

If there is a problem with your handset, connection, or you forget your PIN, please contact ITS via

**Web** - <https://servicedesk.yorks.ac.uk/Sostenuto/web/SContacts/> or **Email** - [support@yorks.ac.uk](mailto:support@yorks.ac.uk)

### Key numbers:

Reception **0**  
Outside Line **9** (all external calls require the full STD code e.g. 01904 xxxxxx)  
Security **6444**