AudioCodes Telephone Quick Reference

Dialing Instructions

- Campus: Dial last 4 digits
- Local Off Campus: Dial area code + number
- Long Distance: Dial 1 + area code + number
- International: Dial 011 + country code + city code + number

Quick Tips

- **Handset PIN** – Reset your handset PIN, so that it is unique to you. This PIN is used to login to your handset, as well as logging into dial-in conferences. Visit [https://dialin.mtsu.edu](https://dialin.mtsu.edu) to reset. Login using your FSA credentials. The username includes the domain, so it should be formatted fsa\username.

- **Transfer** – It is recommended that you use a blind transfer when transferring a call. This is done through the phone menu and not by pressing the transfer button on your telephone. (The transfer button on your phone is an assisted transfer. An assisted transfer allows you to remain on the line to announce the call to the called party. **An assisted transfer will not allow you to complete the transfer until the called party answers.** A blind transfer allows you to complete the call before the called party answers.) Refer to your Audiocodes Quick Guide or the Telecommunication Services website for instructions on conducting a blind transfer.

- **Forward** – When forwarding your calls to another number, unanswered calls will be routed to the voice mailbox of the party to which you forwarded the call. To send unanswered calls to your voice mailbox, refer to the Telecommunication Services website for instructions on setting up a simultaneous ring.

- **E911** – Skype for Business allows mobility. Calls from Skype for Business to 911 will be routed to MTSU Campus Police. Please be mindful of using Skype for Business to call 911 from any location other than your university office. E911 files are generated based on your current office location. Please notify Telecommunication Services if your office location changes.

Voice Mail

- **Setup** – Press the voicemail button on your handset to setup your new voice mailbox. The system will walk you through recording your name and greeting.

- **Checking Messages** – By default, all voice mail will be routed to your email inbox. To check voice messages over the phone:
  - **Campus**: Press the voicemail button on your office phone. The system will prompt for your voice mail password, then allow message retrieval.
  - **Off Campus**: Dial 615-494-8648. Enter your extension when prompted, followed by your voice mail password. To reset your voicemail password, refer to the Telecommunication Services website.

For more information, visit [http://www.mtsu.edu/itdtele/skype](http://www.mtsu.edu/itdtele/skype)