

Smith Desk Telephone

Quick Reference Sheet

Forwarding your phone to an Off-Campus number:

- Leave the handset in the cradle, or if using a headset ensure it is disconnected
 - Press the FORWARD key on your desktop phone
 - If forwarding to another number dial the destination phone number, including 9 613 ...
 - If sending directly to Voice-mail dial 36520 instead
 - Press the “FORWARD” or “Done” key

Accessing On-Campus Voice-mail from Off-Campus:

- Dial 613-533-6520
 - Enter your 3- or 7- series extension, then #
 - Enter your password or PIN code then #
 - Listen to the Menu prompts
 - Enter 83 (End Call)

Update your On-Campus Voice-mail (Internal & External) Greeting and Message:

- Gain access to your voice-mail (above)
 - Enter 82 (Greetings)
 - Enter 1, 2 or 3 (Message Type)
 - Enter 5 (Start Recording)
 - Enter # (Stop Recording)
 - To listen to your recording press 2
 - Follow any additional Menu prompts

Calling into an On-Campus Telephone Extension from Off-Campus:

- Dial 613-53z-zzzz for a 3-series extension
 - i.e., 613-533-3072 for department SmithSUPPORT (x33072)
- Dial 613-533-6000 ... 7zzzz for a 7-series extension
 - i.e., 613-533-6000 ... x74676 for individual Robin Spires-Holmes

Additional Resources:

- <https://www.queensu.ca/its/telephone-services>