The campus phone system is a Siemens HiPath Xpressions Telecommunications system.

**HOW DO I OBTAIN A TELEPHONE FOR MY DESK?**
All full time faculty and designated staff that are assigned desk space will in general be provided with a College telephone. This determination is made by the individual’s department and supervisor. Whether the individual will be provided with a private line is also determined by the department/supervisor.

For faculty, the department must submit a CIS ticket in order for CIS to setup a new phone.

For staff, the department Director or designee must submit the CIS ticket to request the additional phone/line.

1. All voicemail password resets must be authorized by Department Chair, Dean or Director.
2. Fax machine installations must be authorized by department and are normally not assigned to any one individual.
3. Directory information is available on the College website.
4. All phones and other telecommunication devices are monitored by The CIS department.

**HOW DO I OBTAIN HELP ON TELEPHONE RELATED ISSUES?**
Assistance can be obtained for the College CIS Helpdesk. Any work/service needed can be requested through the CIS GroupLink ticketing system. To access the ticketing system, you will need to use your Novell network userid/password.

The system can be accessed here: [http://support.citytech.cuny.edu](http://support.citytech.cuny.edu)

**SETUP YOUR MAILBOX**
1. To call Voicemail dial the DIRECT ACCESS (5728) number or press the Voicemail key.
2. The first time you access your mailbox you will need to use the default password 111 followed by the # key.
3. You will be prompted to record your name and change your password. NOTE: Passwords cannot be in the following format—Examples: 11111, 12345, 54321 or your extension number.

**HOME STATE OPTIONS**
HOME STATE = BEGINNING OF THE VOICEMAIL MENU
1. Press 3 to LISTEN to your messages.
2. Press 1 to RECORD a message.
3. Press 8 to change ANSWERING OPTIONS.
4. Press 9 to change MAILBOX OPTIONS.
5. Press 70 to transfer out of Xpressions and call another extension.
6. Press 76 to DISCONNECT.

**RECORD / CHANGE YOUR PERSONAL GREETING**
1. Dial 5728 or press the Voicemail key to enter Xpressions.
2. Press 8 for ANSWERING OPTIONS.
3. Press 1 for Personal Greeting.
4. Press 1 for ALTERNATE GREETING The ALTERNATE GREETING allows you to make one greeting which will be used anytime you are away from your desk or are not taking calls. Make sure you write down what your greeting will be. Practice it a few times before recording. The system will prompt you at each step of the way.