DSHA Calling Instructions

Personal Extensions Have Changed
- Extensions have changed from the last 4 digits to 7 digits. ***7-digit dialing is now required.**

Dialing an Outside Line– To make external calls:
- Calling **within Delaware** (i.e., with a 302 area code, including cell numbers) outside of our EVS (Enterprise Voice System) system
  - **Dial * and 7 digits (e.g., *1234567)**

  - Calling **outside Delaware** (i.e., a different area code) or
    Dial *1 area code and 7 digits (e.g., *1 (215) 1234567)

Forwarding Your Phone to Personal or Work Cell Phones
- **Dial * and 7 digits (e.g., *1234567)** or
- **Dial *1 area code and 7 digits (e.g., *1 (215) 1234567)**

Transferring Calls – The 4-digit dialing will only work *for internal calls* within your site. To transfer outside your office, Dial * *7 digits (1234567)*
- When transferring **to an internal extension**, **dial the 4-digit number (4567)**
- *When transferring **to an external extension, dial * 7 digits (*1234567)***
- *When transferring **a call directly to voicemail, dial (**1234567)***

Note: *If you don't know the entire phone number, **dial the main number, 739-4263**, and the receptionist will assist.*

Voicemail Instructions

Voicemail Setup –The voicemail box must be re-established.

From an **Outside line**:
1.   **Dial 302-739-9706**
2.   At the Unity welcome greeting, **Press ***
3.   Enter the ID **(7-digit ext.)**
4.   **Press#** and proceed to step 2 below

From your **Personal desk phone**:
1.   Press **Message Button** or **Dial 1001**
2.   Enter Temporary PIN: 123456 and **Press #**
3.   Record Name (*Note: If you do not record your name, the system will set it to its default voice in the order of Last Name, First Name*)
4.   Record Personal Greeting (*Note: If you do not record a greeting, the system will set it to its default voice and message of "Sorry, Last Name, First Name is unavailable"*)
5.   Select New Privacy PIN (*Note: The new PIN must be at least six digits long. When setting it, you will be prompted to enter it twice*)
6.   Change Directory Listing Status

Voicemail Access–Your new voicemail box is now on the DTI voicemail system.

Local Voicemail Access (Desk Phone)
Press the **Voicemail Button** on your phone
Enter **the new PIN**

Remote Voicemail Access
Call your **directory number**
While the greeting plays, interrupt the system and **Press ***
Enter your **Voicemail PIN**