CARLETON COLLEGE
TELECOMMUNICATIONS
TELEPHONE HANDBOOK

Faculty/Staff

2014-15’

NEW VOICEMAIL INSTRUCTIONS
Guide to Campus Telephones
and Voicemail System

Telephone Information
507-222-5422
2014-2015
Laird 6
Office Hours: Monday-Friday
8AM-5PM
FAX: 507-222-4421
telecom@carleton.edu
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Carleton Emergency
Telephone Numbers:

Campus Security x4444
Police 9+911
Fire 9+911
Northfield Hospital 9+646-1000
Poison Center 9+1-800-222-1222

Telecommunications Office x5422
Campus Directory Assistance x4000
Mary Ann Wroblewski Telecommunications Specialist x5970
Jeff Neumann Telephone Technician x3926
John Linse Telephone Technician x3905
Jeremy Bokman Telephone Technician x3902
Steve Poole Telephone Technician x3900
TO CALL A CARLETON EXTENSION:

- Dial the four digit extension

FOR CARLETON DIRECTORY ASSISTANCE:

- Dial x4000

The Carleton Campus Directory can be found online at:

- www.carleton.edu/campus/directory

DIRECTORY ASSISTANCE

- For local numbers in the 507 area code:
  9-1-507-555-1212
- For long distance numbers outside the area code:
  9-1-area code-555-1212
- 411 is not available at Carleton College

LOCAL CALLS WITHIN THE 507 AREA

- Northfield area code 507 with prefixes 301, 321, 366, 403, 561, 645, 646, 649, 650, 663, 664 & 786:
  Dial 9 + 7-DIGIT NUMBER

LOCAL CALLS WITHIN THE METRO AREA

- Twin Cities Metro (most 612, 651, 763 & 952 area codes):
  Dial 9 + AREA CODE + 7-DIGIT NUMBER

*Some cities in these area codes are long distance and require you to dial 1 first. Specifically, Red Wing and Lake City in the 651 area and Princeton in the 612 area. For these areas:
  Dial 9 + 1 + AREA CODE + 7-DIGIT NUMBER

LONG DISTANCE CALLS

- 9 + 1 + AREA CODE + 7-DIGIT NUMBER or
- 9 + AREA CODE 7-DIGIT NUMBER

If the number is in the free metro calling area.
Campus Directory Information

To change your Personal Information in the online Directory, please call appropriate department listed below.

**ADMINISTRATION and STAFF**
Call: Human Resources   x7471
- Office Information: Name and department
- Home Information: Name, address, and phone number

**FACULTY**
Call: Dean of College Office   x4303
- Office Information: Name and department
- Home Information: Name, address, and phone number

**BUILDING AND OFFICE PHONE**
Call: Telecommunications   x5422
- Building, room number, and phone extension

Need a local Northfield directory?
Free phonebooks are available in the Telecom Office in 6 Laird.
White and yellow page listings can also be found here: [www.dexknows.com](http://www.dexknows.com)

**CALLING CARDS**
- **ATT Calling Card:**
  1. Dial 9-1-800-225-5288.
  2. When you hear tone, follow directions.
- **MCI Card Instructions:**
  1. Dial 9-1-800-950-1022, wait for tone.
  2. Dial 0-area code + 7 digit number, wait for tone.
  3. Dial your 14 digit number on card.
- **Sprint Card Instructions:**
  1. Dial 9-1-800-877-8000, wait for tone.
  2. Dial 0-area code + 7 digit number, wait for tone.
  3. Dial your 14 digit number on card.
FOLLOW THESE INSTRUCTIONS TO SET UP YOUR NEW VOICEMAIL BOX:
1. Dial 3737
2. Enter security code (10001000).
   Enter your own security code (must be 8-15 digits) and then the (#) pound sign. Repeat this step to confirm your security code.
3. Record your name:
   press 2 to record and then press 2 to stop recording and then:
   press 5 to save or
   press 6 to review or press 4 to discard and re-record
4. Record your personal greeting:
   press 2 to record and then press 2 to stop recording and then:
   press 5 to save or
   press 6 to review or
   press 4 to discard and re-record
5. Press the (*) star key to quit.

TO CHANGE YOUR VOICEMAIL MESSAGE:
1. Press the message key or dial x3737, enter your password.
2. Press 4 for phone manager (user options).
3. Press 4 to record a standard greeting.
4. Start recording your greeting at tone, press any key to stop recording.
5. Press the pound key (#) to save your standard greeting and then press the star key (*) to quit.

TO CHANGE THE VOICEMAIL NAME:
1. Press the message key or dial 3737.
2. Enter the mailbox number and password.
3. Press 4 for user options.
4. Press 1 for personal options.
5. Press 5 to record name.
6. The system will play the name recorded, to start recording press 2, to stop recording and press 2 again.
7. Press 5 to save name, press 6 to review name, press 4 to discard this name and re-record.

TO CHECK YOUR MESSAGES FROM YOUR EXTENSION:
1. Press the message key or dial x3737.
2. Enter your 8 digit password.
3. Press 11 to hear new messages.
4. Press 33 to move to the end of messages.
5. At end of messages, press 7 to delete or press 9 to save it.
TO CHANGE YOUR PASSWORD

1. Press the message key or dial x3737.
2. Press 4 for user options, 1 for personal options, 4 for security code.

VOICEMAIL SHORTCUTS

When Checking Messages:

1. Press the MESSAGE key or dial x3737.
2. Enter your password.
   - Press 1-1 for unheard messages.

While Listening To A Message, You Have These Options

Press:
- 1-1 to return to start
- 3-3 to advance to end
- 4 to decrease speed
- 5 to get date, time, and length of message sent
- 6 to speed up message
- # # go to saved messages

At The End Of The Message, You Have These Options:

Press:
- 4 to replay message
- 5 to get date, time, and length of message sent
- 6 to forward message
- 7 to delete message
- 8 to reply to message
- 9 to save message to archives
- # # to go to saved messages

To Transfer A Caller Directly Into Another Person’s Voice Mailbox:

1. Press Transfer
2. Dial x3737, when the system asks for security code, press the star key (*).
3. Enter the 4 digit mailbox number of the person
4. When their personal message begins, press transfer again, or if you have a black phone press CONNECT.
TO ACCESS YOUR VOICEMAIL FROM HOME OR OFF CAMPUS PHONE:
1. In Northfield or Twin Cities area dial: 507-222-3737.
2. When you hear the welcome greeting press the pound (#) key.
3. Enter your mailbox number (phone extension).
4. Enter your 8 digit password.
5. Press 1-1 to listen to your new messages.

TO CHECK MESSAGES FROM ANOTHER CARLETON PHONE:
1. Press the message key or dial 3737.
2. Press the star key (*) then the pound key (#) and enter your 4 digit mailbox number.
3. Enter your 8 digit password.
4. Press 1-1 to listen to unheard messages.

OUT OF OFFICE GREETING ON
1. Press the message key or dial 3737 from your extension.
2. Enter your password.
3. Press 4 for user options.
4. Press 1 for personal options.
5. Press 3 to record personal greetings.
6. Press 3 for out of office greeting.
7. Press 2 to start recording a new out of office greeting, after recording press 2 again to stop recording.
8. Press 5 to save recording, press 6 to review recording, press 4 to discard and re-record greeting.
9. Press 3 to enter greeting menu again.
10. Press 3 to enter the out of office greeting menu again.
11. Press 5 to turn on the recorded out of office greeting.

OUT OF OFFICE GREETING OFF
1. Press the message key or dial 3737 from your extension.
2. Enter your password.
3. The system will say “Your out of office greeting is on, to remove your out of office greeting press 4.” The system will now say “Your out of office greeting is off” and will take you to the main menu.
VOICEMAIL

TO FORWARD A MESSAGE:

1. Log in to your voicemail system.
3. At the tone, record a greeting for the message.
4. Press # to stop recording.
5. Enter the 4 digit mailbox number you wish to send the message to, the system will play the name of the recipient.
6. Press the # key.
7. Repeat steps 5 and 6 for each mailbox you wish to forward the message to.
8. If there are no more recipients, press the * key.
9. The system will tell you the message has been sent.

TO RECORD AND SEND A MESSAGE:

1. Log in to your voicemail system.
2. Press 2 to record your message.
3. At the tone, record your message.
4. Press # to stop recording.
5. Enter the 4 digit mailbox number you wish to send the message to, the system will play the name of the recipient.
6. Press the # key.
7. Repeat this step for each mailbox you are sending the message to.
8. If there are no more recipients, press the * key.
9. The system will tell you the message has been sent.
FORWARD KEY

When you use your FORWARD key, your telephone will not ring at your desk.

TO FORWARD A CALL:

1. Leave handset in cradle.

2. Press FORWARD key, the arrow next to forward should flash.

3. Dial the campus extension. (You cannot forward off campus). To forward to your voicemail, dial x3737.

4. Press FORWARD key again. The arrow next to forward should not flash.

To Cancel Forward:

1. Leave handset in cradle.

2. Press forward key.

To Reinstate FORWARD to Same Number:

1. Leave handset in cradle.

2. Press forward.

3. Press forward again.

If the arrow next to forward is flashing, you have not successfully activated forwarding.

MESSAGE KEY

To retrieve your messages, press the MESSAGE key to dial into voicemail (x3737).

RELEASE KEY

When you end your conversation, you may press the orange or red RLS key. This will disconnect your call. When making multiple calls, after pressing RLS, press your extension key for dial tone.
TRANSFER KEY

The TRANSFER key allows you to transfer the caller to another extension on campus.

To use this feature:

1. Press TRANSFER. The caller is now on hold.
2. Dial the extension number.
3. Press TRANSFER or CONNECT.

To get the caller back, if the line is busy or there is no answer, press your EXTENSION key and you will be reconnected.

SPEED CALL KEY

To program your own frequently dialed numbers on your digital phone with the SPEED CALL Key.

1. Leave the handset down.
2. Press SPEED CALL key.
3. Press a 1-digit number as the code (0-9).
4. Dial the number to store. Remember to dial 9-1 first if a long distance call, just 9 first if a local call, 4 digits only for an on campus extension.
5. Press SPEED CALL key again.

To use SPEED CALL:

1. Lift handset.
2. Press SPEED CALL key.
3. Dial the 1-digit code.

To change a SPEED CALL number, simply program over the old number.

RING AGAIN KEY

The RING AGAIN key is an auto callback feature. You must get a busy signal for this feature to work, and it must be a call placed to a campus extension.

1. When you hear a busy signal, press RING AGAIN.
2. Hang up or press RLS key.
3. When the person you are calling hangs up, you will hear the RING AGAIN, or buzz tone.
AUTO DIAL KEY(S)

You can program your own AUTO DIAL key(s) to dial your frequently dialed numbers. You can have as many AUTO DIAL keys on your phone depending on your phone’s capacity.

To program:

1. Leave the handset down in cradle.
2. Press an AUTO DIAL key.
3. Dial number to store, press AUTO DIAL key again.

To use AUTO DIAL:

1. Lift handset.
2. Press AUTO DIAL key.

FAXES

Telecommunications Office in Laird Hall Room 6
Monday-Friday 8 a.m.-5 p.m.
FAX: 507-222-4421

Domestic Faxes:
To send: 1st page $1.25; each additional page $.50
To receive: 1st page $1.00; each additional page $.25

International Faxes:
To send: 1st page $2.75; each additional page $1.00
To receive: 1st page $1.00; each additional page $.25

STUDENTS: Billed to student account

FACULTY/STAFF/ALL OTHER: Exact change only
Telecom will contact by phone, voicemail, or email for incoming faxes.
Departmental Supervisors/Department Chairs must approve departmental telephone changes or additions. Please let the Telecommunications Office know as far in advance as possible regarding the changes to be done. Free estimates can be given regarding the cost of the move from us before the actual work is done.

If you are making any changes call Telecommunications x5422

1. Give us your dept. name
2. Billing account number
3. Who the service order pertains to
4. Ext #
5. Is it an add, delete, change, or move
6. Labor charges:
   - $52 per hour
   - $39 per 3/4 hour
   - $26 per 1/2 hour
   - $13 per 1/4 hour

**REPAIRS**

If you experience trouble with your telephone:
- Check your telephone display to see if your calls are being forwarded.
  If so, press the forward key. The black arrow will disappear.
- Check all cords and connections.
- Has your phone been unplugged from the jack overnight?

If so, call the Telecommunications Office x5422.

**ACCESSORIES FOR ALL PHONES**

Replacement of digital telephones will be charged to your department.

- 12” handset cord— from handset to base………………………….$2.96
- 25” handset cord— from handset to base………………………….$3.50
- 14’ line cord— from wall to base………………………………….$2.28
- 25’ line cord— from wall to base………………………………….$3.25

Caller ID boxes can be purchased at the Telecommunication Office in Laird, Room 6. Please have department billing account number available when calling.
Conference Calls can be made on phones that have a Conference key provided.  
Maximum of 6 participants including yourself

1. Dial number—press the conference button. Ask them to hold and press the conference key.

2. Dial second number—press the conference button. Ask them to hold and press the conference key.

3. Continue until all are on hold.

4. Press the conference button again and everyone will be connected.

CONFERENCE SERVICE

- You can dial a multi-party conference call by using an Intercall Conferencing Service.
- Call the Telecommunications Office x5422 to reserve this line. We will give you the dialing instructions at that time and the cost.
The Telecommunications department has a limited number of cell phones that can be rented by departments.

**VERIZON Cellular Rental Rates**

Toll is $.25 per minute with the United States

Per day: $5  
Per week: $15  
Per month: $30

Please call ahead to reserve your phones.

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**SPEAKER PHONES AVAILABLE**

The Telecommunications Department has speaker phones available for rent. To request a phone, contact:

Telecommunications Office **x5422**

The cost is $16.25 per day for rent plus toll. Please be ready to provide us with the following information:

- Time and date needed
- Building
- Room number
- Account number
- Contact person
- Phone extension
- Will you be needing long distance?
- Will you be needing Intercall Conferencing Service?

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**EQUIPMENT AVAILABLE FOR PURCHASE**

- HANDSETS  
- SPEAKER PHONES  
- DIGITAL DISPLAY MULTI-LINE PHONES  
- WIRELESS HEADSETS
Available Phones

The following phones are available for staff and faculty use. Please contact the Telecommunications Office at x5422 for additional information and prices.

Meridian 2008 Basic:
- Multiple Lines
- 8 Programmable Keys
- No Display
- Message Indicator Light

Meridian 2008 Hands Free Display:
- Multiple Lines
- 8 Programmable Keys
- Speakerphone
- Display Screen
- Message Indicator Light

Meridian 2616 Hands Free Display:
- Multiple Lines
- 16 Programmable Keys
- Speakerphone
- Display Screen
- Message Indicator Light

Nortel 3904 Professional:
- Multiple Lines (up to 12)
- Large Display Screen
- Speakerphone
- Multiple Language Selection
- 100 Number Call Log and Directory
- Message Light Indicator
- Highly Customizable