

TELEPHONE AND VOICEMAIL

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Getting Started

Your Telephone Number

Welcome to the University of Rochester and the University's digital telephone system.

- Your telephone number is (585) 27x-xxxx, where x-xxxx represents the five-digit extension on your telephone.
- Five-digit extensions are used for dialing other numbers on the telephone system.
- Our web site www.rochester.edu/its/ contains point-and-click instructions on how to use your telephone and voicemail.

Assistance & Problem Reporting

For assistance with your telephone or for questions on placing calls, call ITS at x52000.

Voicemail Service

The University maintains a digital voicemail system. The system access and forwarding number is x43660. The default voicemail passcode **[37842556]** needs to be changed as you set up your mailbox. Periodically change your password to ensure that your voice mailbox remains secure. See the "Voicemail System" section for these procedures. Basic mailbox service provides space for six (6) messages. Additional messages are available in groups of six at a monthly rate of \$2.92 per group.

Analog adapters

For a monthly charge of \$6.50, an adapter can be rented to enable the use of analog devices, like a facsimile, with your telephone.

To sign up for voicemail or analog adapter services, visit www.rochester.edu/incoming/.

Things To Know About Your Telephone Service

Calling into the University

When calling a University extension from outside the University, use the full 7-digit telephone number: 273-xxxx, 274-xxxx, 275-xxxx, 276-xxxx and 341-xxxx. 7-xxxx cannot be reached from outside the University.

Emergency Service

- **x13** reaches University Security for emergencies.
- **#413** reaches University Security if you have Cingular or Verizon cellular telephone service.
- x53333 reaches University Security for non-emergency questions or issues.
- See Blue Light Emergency Telephones in this section.
- See "Think Safe" at www.security.rochester.edu.

Directory Assistance

University Directory Assistance - Dial 0
(7AM-5:30PM, Monday-Friday)
Operator Assisted Calls - ONLY Collect, Credit Card, Calling Card, or Third Party verified calls can be made. These calls incur a surcharge plus charges for conversation time.
Dial 9 + 0 + telephone number

800/888 Numbers

9+1+ 800/888 telephone number
800/888 information 9+1-800-555-1212

900 Telephone Numbers - are NOT available on the University's telephone system.

A Personal Billing Number (PBN) is required to use these services:

Long Distance:

*3 + PBN + 1 + Area Code + 7-Digit Number

International Long Distance:

*3 + PBN + 011 + Country Code + City Code + Number

Directory Assistance (Long Distance and Local):

*3 + PBN + Area Code + 555-1212

Rate information is available online by logging into your account at campuslink.paetec.com or by contacting PAETEC Customer Service. Rates are subject to change with or without notification. To ensure you have up-to-date rates, periodically check the website.

On the base of your telephone is a sticker which provides important telephone numbers for Emergency and Security services as well as the IT Center. Basic information regarding voicemail operation is included for your convenience.

Words of Caution

Your digital telephone does not work outside of the University's system. Unplugging and moving the telephone to another jack can result in features and/or functionality being lost; **please leave the telephones in their original wall jacks.**

You are responsible for all charges to your Personal Billing Number; keep your code confidential and treat it as you would a credit card.

User Guide for Telephone Services

FUNCTION KEYS

- **UP/DOWN ROCKER** - adjust speaker, receiver, display brightness, and ringer volume.
- **HOLD** - place a call on hold.
- **TRANSFER** - transfer a call to another telephone.
- **ANSWER** - see and answer a waiting call.
- **SPEAKER** - use the built-in speaker for hands-free dialing or answer.
- **REDIAL** - re-dial the last number dialed; use the * key to initiate call.
- **CONF** (conference) - establish up to an eight-party conversation. The LED on the button lights when active. The transfer button is used to connect the callers.
- **FEATURE** - access various telephone features and to program one-touch speed dial/feature buttons. See Function Features in these procedures.
- **RECALL** - end a call and receive dial tone again, as if you hung up and lifted the receiver.

LAMPS

- MIC Lamp - displays the status of the built-in microphone used for hands-free answer back.
- Right Corner Call Indicator Lamp - flashes for incoming call; steady indicates voicemail.
- Light Emitting Diode (LED) - some function buttons have a built in LED that lights or flashes according to the activity of that function button.

PHYSICAL FEATURES

Microphone On/Off ~ Controls status of built-in microphone for hands-free telephone calls.

To Change Microphone Status:

- Press feature button & the digit "1" on touch-tone pad.

Note: If the microphone is on, this will turn it off. If the microphone is off, this will turn it on. The MIC light will indicate the status of the microphone.

Change Hands-Free ~ Enables user to converse via speakerphone.

To Activate Hands-Free Mode: Press FEATURE [5]

To Cancel Hands-Free Mode: Press FEATURE [6]

Adjust Initial Receiving Volume (Temporary) ~

Enables user to adjust volume in the handset.

Volume Adjustment: Press FEATURE [2]

Note: Once the call is completed, the volume reverts to the normal setting.

Ringer Tone ~ select one of four different ringing tones

Ringer Status: Press FEATURE [3]

Adjust Transmission/Receiving Volume (Permanent)

~ Adjusts volume heard through the handset permanently, until the user resets the volume.

Volume Adjustment: Press FEATURE [4]

Right Corner Call Indicator Lamp On/Off ~ User may turn the indicator lamp on/off while ringing; lamp remains on for Message Waiting Lamp.

To View/Change: Press FEATURE [7]

FUNCTION FEATURES

Transfer a Call ~ Move a call from one extension to another extension.

- Ask party to hold.
- Press TRANSFER; receive interrupted dial tone.
- Dial the telephone extension the calling party wishes to be connected to, hang up or wait for answer.

To Retrieve a Transferred Call:

- Before you hang up, press TRANSFER. You will be reconnected to the party.

Originating Calls

To Originate a Call:

- Press SPEAKER or lift handset; receive dial tone.
- For external calls, dial 9 and the desired telephone number.
- For internal calls, dial the 5-digit extension.

Authorization Code Use: You are able to place a long distance call from any phone on the University's telephone system (except pay telephones) by using your Personal Billing Number (PBN). When you use this number, you are authorizing PAETEC Communications to bill you for your long distance and directory service calls.

- For Long Distance:
*3 + PBN +1 + Area Code + 7-Digit Number
- For International Long Distance:
*3 + PBN + 011 + Country Code + Number
- Directory Assistance (Long Distance or Local)
*3 + PBN + Area Code + 555-1212
- See the University of Rochester Guide on the reverse side of your PAETEC PBN card, look online at campuslink.paetec.com or call PAETEC Customer Service at 1-800-962-4772.

Place a Call on Hold ~ Temporarily hold a call without disconnecting the caller.

- Press HOLD once - held line will flash.

To Retrieve:

- Press SPEAKER or lift handset.
- Press held line

If Unanswered:

- After a preprogrammed time of approximately 2.5 minutes, automatic recall is initiated.
- A visual and audible signal (rapid flashing and ring burst) will be sent to the telephone that placed the call on hold.

Note: Your telephone will show a Flashing Green LED when on hold. Recall will show as a Rapid Flashing Green LED.

Establish a Consultation Hold ~ This feature allows user to consult with a third party while on another call.

- While engaged in a call and wishing to consult a third party, press TRANSFER; caller is placed on hold.
- Dial desired party to consult.
- Re-press TRANSFER to return to original caller. Third party is placed on hold. Repeat these steps to alternate between calls.

Conference Call ~ Allows you to add another party to an existing conversation. Up to eight parties can be included in a conference call.

To Establish a Conference Call:

- With call in progress, ask party to hold.
- Press TRANSFER; receive interrupted dial tone and dial the desired number.
- After call is answered, press CONF; LED lights. Three-way conference call is now established.

Note: If one party hangs up, the other two remain connected. Repeat steps to add more parties; up to eight parties may be included.

Call Park ~ This feature enables the telephone user to park a call that can then be retrieved from another extension.

To Program Call Park Key (One-touch speed calling button):

- Press FEATURE then press desired one-touch speed button.
- Press RECALL then dial CALL PARK access code (*6) and then press FEATURE.

To Park A Call:

- When on a call press TRANSFER, and dial the CALL PARK access code (*6).

To Retrieve a Parked Call from Originating Telephone:

- Dial the CALL PARK local retrieval code (**6). Parked call is connected to the extension where the call was parked.

To Retrieve a Parked Call from A Remote Station:

- Dial the CALL PARK remote retrieval code (##6) and the extension of the telephone that parked the call.
- Remotely parked call is connected to the extension where the code was dialed.
- Connection to calling party is established.
- If currently on a call, the original party must be placed on hold before new call can be picked up.

Answer Call Waiting - LED is lit ~ The light indicates that another call is waiting. You will hear a tone (internal = one beep; external = two beeps) indicating that there is an incoming call.

- While engaged in a call, receive call waiting indication (one short tone burst).
- Press ANSWER; call in progress is placed on hold.
- Connection to call waiting is established.
- Re-press ANSWER to return to original call; call waiting is placed on hold.
- Repeat these steps to alternate between calls.
- When party has answered, converse, or lift handset.

Call Forwarding ~ All calls destined for a particular extension will be routed to another extension.

To Set:

- Press SPEAKER; receive dial tone.
- Press FWD code (*41 for external calls, *40 for internal calls); receive interrupted dial tone.
- Dial destination extension number; receive steady tone.
- Hang up; call forward is set.

To Cancel:

- Press SPEAKER; receive dial tone.
- Press FWD access code (#41 for external calls, #40 for internal calls); receive steady tone.
- Hang up, call forward is canceled.

Note: If you suspect your calls are being forwarded, cancel all forwarding.

Originate a Call Using a One-Touch Button

- Press SPEAKER or lift handset.
- Press desired SPEED DIAL button.

To Program:

- Press FEATURE button.
- Press desired SPEED DIAL button.
- Enter desired telephone number or feature code on the keypad.
- Press FEATURE button again to save the number.

To Verify:

- Press FEATURE button.
- Press desired SPEED DIAL button.

To Originate a Call:

- Lift handset or press SPEAKER button.
- Press desired SPEED DIAL button.

Note: To program a hookswitch for transfer or feature activation, press RECALL key as first digit. To program a pause, press RECALL button as any digit other than the first digit.

VOICEMAIL SYSTEM

Introduction ~ You are using a digital voicemail messaging system. Your messages are stored in a personal voice mailbox. If your telephone is busy or forwarded to voicemail, your caller will be greeted by the voicemail system. Using any touch-tone telephone, you can call the system to listen to messages or to send messages to other voicemail subscribers. The voicemail system provides prompts to help you leave, retrieve, and delete messages.

Each voice mailbox has its own personal greeting. In cases where more than one person shares a telephone, the system will prompt callers to identify the person for whom they wish to leave a message. The caller will hear the name of each person, recorded in his or her own voice. Each user has their own password; your messages remain confidential. If you need help when accessing your mailbox, stop and pause: the automated attendant will prompt you for the next step.

System Information

- **The voicemail system access and forwarding number is x43660.**
- **To access voicemail from off-campus, the number is (585) 274-3660.**
- Each residential voice mailbox has a 6-message capacity.
- Messages that have been **played and saved will be deleted by the system after 15 days.**
- Messages that have **not been played will be deleted by the system after 30 days.**
- Voicemail uses letters in its prompts which correspond to the letters on your telephone keypad. i.e.: P is number 7.
- You can press 1 to skip someone's greeting and begin recording your message.
- Voicemail does not record the caller's extension number when it records a message. When you leave someone a voicemail message, make sure to record your contact information in the body of your message.
- For more information, contact ITS at x52000 or visit our web site at www.rochester.edu/its/.

Voicemail for Undergraduate Housing

Each student has a 7-digit mailbox number. For a single room, the mailbox number is 21 + the extension number. In a double room the second mailbox is 22xxxxx and in a triple room the third mailbox is 23xxxxx. The xxxxx is the phone extension in the room. i.e. the room extension is 34567 and it is a triple room; the student mailbox numbers would be 2134567, 2234567 and 2334567.

When a student calls voicemail from the room phone they will be prompted to press 1 for mailbox 21xxxxx, 2 for mailbox 22xxxxx, or 3 for mailbox 23xxxxx. After pressing 1, 2 or 3 they will then be prompted to enter the passcode. **The setup (DEFAULT) passcode is 37842556.** Each student will go through the tutorial and personalize his or her mailbox, including a step to record his or her name.

After the mailbox is set up, when a caller reaches the voicemail for the room they will hear the following: "To leave a message for Joe Smith press 1; John Hutchison press 2 and for Alex Brown press 3."
 When the caller makes the selection they will hear the student's personal greeting. You may access your mailbox from any phone by calling the voicemail access number (43660), entering * and the 7-digit mailbox number; enter your passcode when you are prompted.

Voice Mailbox Set Up

Note: You must complete the following steps before you will be able to use your voice mailbox. If you hang up before completing these steps, no changes will be made.

- Dial x43660.
- Enter your mailbox number (in a shared mailbox, each person selects a mailbox number).
- Enter default passcode 37842556; listen to the prompts.
- Enter **U** (User Options) and **P** (Passcode).
- Change **P**asscode using 6 to 10 digits.
- Enter **U** again and then **N** to record your **N**ame.
- Record your name.
- Press **R** (7) to end recording and **R**eview.
- Press **D** (3) to **D**iscard and record again.
- Press **X** (9) to save and continue.
- Enter **U** again; enter **G** to record your **G**reeting.
- Record your personal greeting.
- Press **R** (7) to end recording and **R**eview.
- Press **D** (3) to **D**iscard and record again.
- Press **X** (9) to save and continue.

Accessing Your Voice Mailbox from Your Telephone

- Dial 43660. If you share an extension, select your mailbox by pressing 1, 2 or 3.
- Enter your passcode.

Accessing Your Voice Mailbox from an Extension with Voicemail

- Dial 43660.
- Press * to reach "Welcome to the Message Center" and enter your mailbox number. You will hear your greeting.
- Press * ; the system will ask for your passcode.

Accessing Your Voice Mailbox from an External Telephone

- Dial (585) 274-3660.
- Enter your voice mailbox number. You will hear your greeting.
- Press * , the system will ask for your passcode.

To Program One-Touch Voicemail Buttons:

1st Button:	2nd Button:
<ul style="list-style-type: none"> • Press FEATURE • Press VM-I-SET • Dial *40 • Enter 43660 • Press FEATURE 	<ul style="list-style-type: none"> • Press FEATURE • Press VM-E-SET • Dial *41 • Enter 43660 • Press FEATURE
3rd Button:	4th Button:
<ul style="list-style-type: none"> • Press FEATURE • Press VM-I-CNL • Dial #40 • Press FEATURE 	<ul style="list-style-type: none"> • Press FEATURE • Press VM-E-CNL • Dial #41 • Press FEATURE

Using the One-Touch Voicemail Buttons to Set and Cancel Call Forwarding (Internal and External Calls)

To Forward Internal Calls to Voicemail:

- Lift receiver
- Press VM-I-SET
- Listen for steady tone
- Hang up

To Forward External Calls to Voicemail:

- Lift receiver
- Press VM-E-SET
- Listen for steady tone
- Hang up

To Cancel Call Forwarding of Internal Calls:

- Lift receiver
- Press VM-I-CNL
- Listen for steady tone
- Hang up

To Cancel Call Forwarding of External Calls:

- Lift receiver
- Press VM-E-CNL
- Listen for steady tone
- Hang up

Transfer Calls to Another Voice Mailbox ~ The following instructions are used if you need to transfer the caller into someone's voice mailbox.

- Press TRANSFER
- Enter 43660
- Enter voice mailbox number to transfer the call to
- Hang up

VOICEMAIL COMMANDS ~ After entering your voice mailbox number, press * and enter your passcode. You will then have three options:

- Option 1 - Play Message
- Option 2 - Make Messages
- Option 3 - User Options

Play Messages

- P** = **P**lay or replay the message.
 Press * rewinds 5 seconds.
 Press # to fast forward 5 seconds.
 Press **T** to **T**ravel (skip) to next message.
 Press **T** * to **T**ravel (skip) to previous message.
- K** = **K**eep or save message.
- D** = **D**iscard or delete message.
D* before playing the next message to retrieve the last discarded message.
- A** = **A**nswer/reply to a message from another voice mailbox. Create your message; hang up.
- G** = **G**ive/forward a message to another voice mailbox.
 Enter the voice mailbox number where the message is to be forwarded.
 Press #; record comments.
 Press **X** to send message.

Make/Record a New Message

M = Make or record a new message.

Enter voice mailbox number or distribution list number. Several mailboxes can be listed.

Press * to delete last entry.

Press # to start recording message.

Press # to stop recording.

After recording the message you can access the following choices:

- R** Review recorded message
- A** Append or add to end of message
- D** Discard or delete recorded message
- M** Message addressing
- C** Confidential
- R** Request Receipt
- U** Urgent
- X** eXit option
- X** To send the message

User Options

- Press **U** from the main menu.
- Press **G** to change your **G**reeting.
- Press **N** to change **N**ame announcement.
- Press **P** to change your **P**asscode.
- Press **L** to create or modify distribution **L**ists.
Enter the list number (1 or 2 digits).

Choose one of the following options:

- N** Name list
- A** Add members to list
- D** Delete members
- P** Play members of list

Exiting Your Voice Mailbox (This is an important step for your voicemail to function efficiently)

- Press **X**.
- Hang up.

Pound Dial Around ~ Allows a caller to dial a 5-digit extension from voice mailbox without hanging up.

- Press #.
- Dial 5-digit extension.

FEATURE ACCESS CODES

#3	Last Number Redial
*6	Call Park
**6	Call Park Retrieve – Local
*40	Call Forward – All Internal
#40	Cancel Call Forward – All Internal
##6	Call Park Retrieve – Remote
*41	Call Forward – All External
#41	Cancel Call Forward – All External

BILLING INFORMATION

For students using the long distance service offered through PAETEC Communications:

Personal Billing Number ~ You are able to place a long distance call from any phone on the University's telephone system (except pay telephones) by using your Personal Billing Number (PBN). When you use this number, you are authorizing PAETEC Communications to bill you for your long distance and directory service calls.

Account Information ~ Visit the PAETEC web site, campuslink.paetec.com, to review detailed account information, get answers to frequently asked questions and to review rate information for specific calls. To log onto your account, you will need your PBN and your 11-digit Account ID as printed on your account statement or PBN card. If you need additional instruction on how to view your account, contact PAETEC Customer Service at 1-800-962-4772.

Individualized Billing ~ A monthly invoice will be on the PAETEC web site within 10 days after the end of each monthly billing cycle (the 25th day of each month). You may request a paper copy of your statement. A charge of \$1.00 will be assessed for each paper invoice requested. To have your bill mailed or to update your mailing address, call PAETEC Customer Service at 1-800-962-4772.

How to Pay Your Bill ~ Check online at campuslink.paetec.com or call PAETEC Customer Service at 1-800-962-4772.

BE SURE TO PROTECT YOUR CODE AND DO NOT GIVE OUT YOUR LONG DISTANCE ACCESS CODE. PAETEC Communications should be **notified immediately by telephone, and in writing**, if misuse or unauthorized use is suspected.

Keep your account in good standing. If you have any questions about payment or invoicing, contact PAETEC Communications.

BLUE LIGHT EMERGENCY TELEPHONES & SECURITY

Special Blue Light Emergency Telephones are located throughout the University. Information on telephone location and security policies, programs, procedures, hate crimes and crime statistics is published in Think Safe and is available by calling Security at x53340. For more information, look online at www.security.rochester.edu.

Emergency calls to Security can be made from a Cingular or Verizon telephone by dialing #413.

HARASSMENT & DISCRIMINATION

Information on sexual harassment policies and procedures for reporting are published in the brochure Prevention of Harassment and Discrimination which is available by calling the Intercessor's Office at x59125.