
Telephone and Voice Mail Guide

TELEPHONE SYSTEM INFORMATION

Intellipath II is the name of the college's telephone system. Whether you have a single-line or multi-line set, several features are available for your use. Definitions of some terms used and descriptions of the features with directions on how to use them follow; questions may be referred to the Office of Telecommunications - extension 5533.

Glossary of Terms

Switchhook:	The buttons located under the handset or receiver of your telephone, where you hang up the handset.
Single-Line Telephone:	A telephone that only has one telephone line.
Key Telephone:	A telephone that has more than one line; a multi-line telephone set with a row of buttons at the bottom for selecting lines, intercom, the hold feature, etc.
Touch-Tone Telephone:	A telephone with a touch-tone keypad that uses tone signals to initiate calls.
Touch-Tone Keypad:	The dialing buttons on the face of the telephone.
Station:	Another name for a telephone set or phone.
Special Dial Tone:	Three beeps followed by a steady dialtone. This is heard after a feature access code has been entered and indicates the feature has been successfully activated.
Confirmation Tone:	Two short bursts of tone followed by silence. This is heard after a feature access code has been entered and indicates the feature has been successfully activated.
Reorder Tone:	A rapid busy signal which indicates you have attempted to access a restricted feature or have incorrectly entered an access code.

TELEPHONE SYSTEM FEATURES AND INSTRUCTIONS

The following features are available on telephones at Brooklyn College.

I. PLACING A CALL WITHIN THE COLLEGE :

- 1) Consult your directory for the extension number.
- 2) Listen for the dial tone, then dial the 4 digit extension number.

NOTE: Only 4 digit extension numbers are required for inter-college faxes.

II. PLACING AN OUTSIDE CALL FROM WITHIN THE COLLEGE (Area code 718) :

- 1) Listen for the dial tone.
- 2) Dial "9" followed by the 7 digit phone number.

III. PLACING AN OUTSIDE CALL TO A LOCAL CALLING AREA (Area codes 212, 516 and 914 [part]) :

- 1) Listen for the dial tone.
- 2) Dial "9", then "1", then the area code and the 7 digit phone number.

IV. MAKING AN OPERATOR-ASSISTED LONG DISTANCE CALL :

- 1) Listen for the dial tone.
- 2) Dial "0" for the Brooklyn College Main Greeting, after the system picks up dial "0" for the Brooklyn College operator.
- 3) Be prepared to give the operator the following information: your name, department, extension number, the area code and phone number (and name of called party, if person-to-person) that you are calling.

V. PERSONAL CALLS must be paid for by the caller. If you wish to use your **personal credit card**, you may use the public telephones or ask the Brooklyn College operator to place the call for you, using your card.

VI. TO TRANSFER A CALL WITHIN THE COLLEGE : The Call Transfer feature lets you transfer an incoming call to another extension without involving the operator.

- 1) Tell the calling party that you are going to transfer the call.
- 2) Press the switchhook, this will place the call on hold. Listen for the special dial tone.
- 3) Dial the number to which you are transferring the caller to, listen for the ring, and hang up. The call will be transferred automatically. If you want to announce the call, listen for the ring and tell the person who answers that you are transferring a call, who is calling, and whom they are calling, then hang up.
- 4) If the extension is busy or does not answer, press the switchhook twice to disconnect and return to the caller.

IT IS NO LONGER NECESSARY TO INVOLVE THE COLLEGE OPERATORS TO TRANSFER A CALL.

VII. TO PLACE A THREE-WAY CALL : The Three-Way Calling feature establishes a telephone conference call between you and two others.

- 1) Pick up the receiver. Listen for the dial tone. Place the first call.
- 2) Once the call has been established, press the switchhook. This places the first call on hold.
- 3) When you hear the regular dial tone, place the second call.
- 4) When the second party answers, announce the conference call and press the switchhook. You and the two conferenced parties are now connected and may converse.
- 5) If the second party is busy or does not answer, press the switchhook twice to reconnect to the first call.

NOTE: You may also use this feature with incoming calls. Follow steps 3-5 to include a third party in your conversation. Once a three-way call has been established, you may hang up as long as one internal party remains in the conversation.

VIII. THE CALL FORWARDING FEATURE IS NO LONGER AVAILABLE.

VOICE MAIL SYSTEM INFORMATION

CallXpress 3 is the name of the college's Voice Mail system. Definitions of some terms used and descriptions of the features with directions on how to use them follow; questions may be referred to the Office of Telecommunications - extension 5533.

Keep in mind that this is a 24 hour - 7 day a week service. Voice Mail messages will be held for a period of 14 days. Answering machines must be disconnected, in order that they do not interfere with the voice mail system.

The database used for Voice Mail comes from the in-house directory, it is essential that any new full-time personnel or changes in full-time personnel be reported to the Office of Telecommunications promptly. Please refer to the appendix in the back of the directory for correction forms.

Glossary of Terms

Switchhook:	The buttons located under the handset or receiver of your telephone, where you hang up the handset.
Touch-Tone Keypad:	The dialing buttons on the face of the telephone.
Voice Mail System:	The main menu of the voice mail directory, starts with the main college greeting and can be accessed by dialing 951-5600.
Main College Greeting:	The voice mail system that answers “Thank you for calling Brooklyn College.”; can be accessed by dialing ‘0’, ‘5000’, or ‘5600’.
Mailbox:	The term used to refer to the message holding location associated with a phone extension.
General Mailbox:	The main mailbox associated with a shared phone extension, can receive messages for the entire department or office.
Personal Mailbox:	The mailbox associated with a specific person in the department or office.
Mailbox Number:	Four digit access code associated with the mailbox; given by the voice mail administrator.
Security Code:	The security access code to a mailbox . Originally ‘0000’ as a default; must be changed by mailbox owner during set-up.
Greeting / Recording:	The announcement that the caller hears when voice mail picks up, recorded by the owner of the mailbox or voice mail administrator.
Message Recording:	The voice mail message heard by the owner of the mailbox, sent by the caller.

VOICE MAIL SYSTEM FEATURES AND INSTRUCTIONS

You **MUST** setup your mailbox in order to be able to receive messages.

I. BEFORE SETTING UP YOUR VOICE MAIL

The first time you are setting up your voice mail, make sure you have your **personal mailbox number**, which can only be given to you by the voice mail administrator.

Read the instructions below and choose those most appropriate to your situation.

For the first time set-up, a tutorial will guide you through each step. **Please enter information when prompted by the system.**

Keep in mind that you will need a **new security code**, in order to replace the '0000'. It is recommended that you use a four to seven digit number that you can easily remember.

The tutorial will ask you to say **your name** for the Directory. State your first name followed by your last name only. If it is a department or office mailbox you are setting up, state the name of the department or office only.

It will ask you to record **your personal greeting**. For example: *Sorry I'm not available to receive your call. Please leave your name, number, and a brief message after the tone.*

II. SETTING UP YOUR VOICE MAILBOX

If you make a wrong entry press “*” (star) key to cancel your last command.

Press “#” (pound) key at any time to have the system repeat all the options available for the feature you are currently using.

CHOOSE THE VOICE MAIL INSTRUCTIONS MOST APPROPRIATE TO YOUR SITUATION

A. If your mailbox number is the same as your phone extension and you are setting up from your internal phone, use the procedure below to setup your personal mailbox:

- 1) **Dial 5600**
- 2) You will hear **“Please enter your security code”**. For the **first time** set-up enter **“0000”** as the default security code. The tutorial will guide you through the setup automatically. **Please enter information when prompted by the system.**

When the tutorial begins, you will be prompted to enter a **new security code**, speak **your name** for the Directory, and record a **personal greeting** for your mailbox. Your mailbox is now ready for use and you are able to receive. **Remember, you should check your personal mailbox a few times a day to ensure you retrieve your messages in a timely fashion.**

B. If you **share the same phone extension with others** in your department or office, and you are setting up from the department or office phone or an internal phone other than your own, use the procedure below to set-up a general or personal mailbox:

- 1) **Dial 5600**
- 2) If you hear the **Main College Greeting**, skip to step 5.
- 3) If you hear “**Please enter your security code**”, press the “*” (star) key.
- 4) When the voice mail system answers, you will hear the **Main College Greeting**.
- 5) Press the “#” (pound) key.
- 6) You will hear “**Please enter your mailbox number**”. Enter the 4-digit **mailbox number** that has been assigned to you. See Note below.
- 7) You will hear “**Please enter your security code**”. For the **first time** set-up enter “**0000**” as the default security code. The tutorial will guide you through the setup automatically. **Please enter information when prompted by the system.**

NOTE: If you are setting up the **general mailbox**, keep in mind that the greeting for the main department or office phone number has been created by the voice mail administrator and cannot be changed. It consists of the department or office name and the listing of names associated with that phone extension. It is recommended that you change the security code and record the department or office name for the voice mail directory only.

C. If you are **setting up remotely** from an outside phone, use the procedure below to set-up your personal mailbox:

- 1) **Dial 951-5600**
- 2) When the voice mail system answers, you will hear the **Main College Greeting**.
- 3) Press the “#” (pound) key.
- 4) You will hear “**Please enter your mailbox number**”. Enter your 4 digit **personal mailbox number**.
- 5) You will hear “**Please enter your security code**”. For the **first time** set-up enter “**0000**” as the default security code. The tutorial will guide you through automatically. **Please enter information when prompted by the system.**

When the tutorial begins, you will be prompted to enter a **new security code**, speak **your name** for the Directory, and record a **personal greeting** for your mailbox. Your mailbox is ready for use; you can receive messages.

III. RETRIEVING YOUR MESSAGES

A. If you are calling from your internal phone, and your mailbox number is the same as your phone extension:

- 1) Dial **5600**
- 2) You will hear "Please enter your security code".
- 3) Enter the security code you entered during setup.

B. **If you share the same phone extension with other people in your department or office, or if you are calling from an internal phone other than your own :**

- 1) Dial **5600**
- 2) You will hear "Please enter your security code". Press the "*" (star) key.
- 3) When the voice mail system answers, you will hear the Main College greeting. Press the "#" (pound) key.
- 4) It will ask you to enter your mailbox number. Enter your 4-digit personal mailbox number.
- 5) It will ask you to enter your security code. Enter the security code you entered during the set-up.

C. **If you are calling remotely from an outside phone :**

- 1) Dial **951-5600**
- 2) When the voice mail system answers, you will hear the Main College greeting. Press the "#" (pound) key.
- 3) It will ask you to enter your mailbox number. Enter your 4-digit personal mailbox number.
- 4) It will ask you to enter your security code. Enter the security code you used during set-up.

IV. LISTENING TO YOUR MESSAGES

Enter the voice mail system in order to retrieve your messages (instructions above). The voice mail system will tell you if you have any messages, and give the following options:

Press 1 to listen to new messages OR **Press 5** to listen to saved messages

- 1 Pause/Resume listening
- 2 Forward message to another mailbox
- 3 Backs up in 5 second increments throughout the message
- 4 Discard the message
- 5 Save the message
- 6 Review the message
- 7 Skip to the next message
- 8 Reply to message sender (only to internal mailboxes)
- 9 Moves up in 5 second increments throughout the message
- 00 Message information: sender, date and time
- * Quit/Exit menu
- ** Exit system

Help (Recites this menu of options)

You **MUST** always act on a message (either by discarding or saving) or it will continuously come up as a new message. If the voice mail system tells you that you have messages and you hear “dead air” or there is no message, **press 4 to discard**, and you will hear the next message.

V. SENDING A MESSAGE FROM YOUR MAILBOX

When retrieving your messages the voice mail system will also allow you to send messages, and give the following options:

- Press 2 to send a message**
- # Provides a directory of mailboxes
- 2 Pause/Resume recording
- 4 Discard the message
- 5 Send the message
- 1 Send to another mailbox
- 9 Quit this message
- 6 Review the message
- * Quit/Exit menu
- ** Exit system

You **MUST** always act on the message you record by **pressing 5 to send it**, or it will be discarded.

VI. LEAVING THE VOICE MAIL SYSTEM

To leave the Voice mail system, whether listening to or sending messages:

Press the “*” (star) key, instead of just hanging up .

If a message comes in while you are in your mailbox, you will be informed. If no additional messages have come in, **press the “*” (star) key four times before hanging up**. This enables the system to disconnect rapidly.

VII. PHONE MANAGER: The Phone Manager Feature allows you to customize your voice mailbox after your original set-up.

A. Use the following procedure to change your personal greeting :

- 1) Press 3 as soon as the voice mail system starts to notify you of new and saved messages.
- 2) Press 1 for personal options.
- 3) Press 3 to record your new personal greeting.

B. Use the following procedure to change your security code :

- 1) Press 3 as soon as the voice mail system starts to notify you of new and saved messages.

- 2) Press 1 for personal options.
- 3) Press 4 to enter your new security code, which must be four to seven digits.
The voice mail system will recite the new code back to you.

C. **Use the following procedure** to re-record your name in the voice mail directory :

- 1) Press 3 as soon as the voice mail system starts to notify you of new and saved messages.
- 2) Press 1 for personal options.
- 3) Press 5 to re-record your name for the directory.