

# Carroll College Student Phone and Voicemail Information

Carroll College provides a shared digital telephone in each residence hall room.

This sheet will explain the general phone policies for Carroll College students. The telephone system is administered through the Campus Computing and Information Technology department.

Each residence hall room is equipped with a digital phone that is part of a campus wide phone system. This telephone works only with this system so your phone from home will not work on our system. A computer modem will also not work with this system and plugging a modem into the port may actually ruin the modem. The number on the phone is registered to the room you are staying in. If you move, the number stays with the room.

The phone number appears on the phone. All phones on campus use a 447 prefix. All local calls are made free of charge. Students are charged for long distance phone calls. A PIN # is required to make long distant calls including 800 numbers. You may obtain the PIN from the receptionist in O'Connell Hall. Students using the PIN for long distance will be billed.

Do not share your PIN with anyone. You are responsible for all calls made on your PIN

## HOW TO MAKE PHONE CALLS:

To make long distance or 800 number phone calls you must first get a PIN number from the O'Connell Hall Switchboard.

- On-campus Call:** dial the four digit phone number of the person you are calling.
- Off-Campus Local Call:** dial 9- then dial the seven digit phone number of the person you are calling.
- Long Distance Call:** Have your Carroll College PIN number ready. Dial 8, then you will hear two beeps, dial your PIN number, then you will hear three beeps followed by a dial tone, dial 1 (area code) and the phone number of the person you are calling.
- 1-800 Call:** dial 8-Pin #, and then 1-800 followed by the seven digit number.

## SETTING UP YOUR VOICE MAIL:

The first thing to do in setting up your voice mail is to decide if you want to get your messages jointly or separately.

- Joint Messages with your roommate: Before beginning this process you and your roommate need to agree upon a shared security code: press MSG WT button or dial 4569, when voice answers dial 9 + your extension, when voice answers dial your shared security code.
- Separate Messages: press MSG WT button or dial 4569, when voice answers dial 9 + your personal box code number / \_\_\_\_\_, when voice answers dial your personal security code.

NOTE: when using separate messages both you and your roommate need to follow the steps below separately to individualize your own voice mail message.

### Voice mail personalization:

- To begin pick up the receiver and press the MSG WT button (red blinking light).
- The friendly voice mail voice, Brenda, will guide you through a few simple questions.

**IMPORTANT: When answering voice mail questions:**

**Push (1) for YES**

**Push (2) for NO**

Brenda: State your name then press \*

< Re-record your name?

Brenda: Your name listed in the directory?

< Press (2) because there is no directory.

Brenda: Record a friendly message, when done press \*

< Do you want to re-record your message?

Brenda: Do you want to set your security code?

< If you press (1) for yes, enter a 3 to 10 digit code, then press \*

Brenda: Re-enter the security code, then press \*

Brenda: Are you satisfied with your voice mail set up?

➤ **Important Note: If you press (2) here for NO, everything will be erased and you'll start all over again.**

After set up, hang up phone!

**To check messages you must pick up receiver, press the message waiting button, and dial 9 + your phone #.**

➤ **Dial 447-4569 to retrieve your messages when you are not on campus**

❖ **For Questions or Problems with the Campus Telephone System, Contact:**

**Pattie Buerman**

**Telecommunication Administrator / Reception Manager  
O'Connell Hall Reception Desk  
447-5475 or Dial "0"**