

Carroll College

Student Phone and Voicemail Information

Welcome to the Carroll College phone system.

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 dorm room is equipped with a digital phone that is part of a campus wide phone system. **You must dial 9 before dialing a local number.** The phone number is posted on the phone. All phones on campus use a 447 prefix, but for on campus calls you need only dial the unique four-digit extension number after the prefix. All local calls are made free of charge. Students are charged for long distance phone calls (excluding 800 #s) and are billed through the College Business Office.

Long Distance Phone Calls:

In order to make long distance phone calls, students must obtain a PIN # from the receptionist in O'Connell Hall. Students who obtain a PIN agree to pay for all charges associated with that PIN. Students using the PIN will be billed once a month by the College Business Office in O'Connell Hall.

There is a \$50.00 limit on phone charges. Any student accumulating more than \$50.00 of phone charges will have their PIN # turned off (made inactive) until the charges are paid. In order to re-activate a PIN, students must present their receipt for payment to Pattie Buerman at the Reception Desk.

If payment is not received for two consecutive months for incurred long distance charges, the PIN will also be turned off. After payment is made, the receipt must be taken to Pattie Buerman at the reception desk in order to re-activate the PIN.

Do not share your PIN with anyone. **You are responsible for all calls made on your PIN.** Chronic abuse or misuse will result in the PIN being de-activated for the remainder of the academic year.

Voice Mail

Each phone has a voice mailbox. In situations where two or more students share a phone, they will also share the voice mailbox. It is recommended that roommates agree upon a greeting and customize the greeting for their voicemail as soon as possible after the start of the school year. An optional security code can be given to the voicemail as well and also should be agreed upon by roommates prior to activation.

Common Problems and Solutions:

You can't dial out:

- You get a busy tone before you've even finished dialing then most likely all the phone lines are in use. *Try again later.*
- You dial 9 to get a local line and hear a normal dial tone, but your call won't go through. *The problem is not with Carroll's service but with the number you are dialing.*
- You dial 8-your PIN# and get a normal dial tone for long distance calls, but the call won't go through. *The problem is with the number you are dialing.*
- If you try to dial a number using a new area code, it may need to be programmed into our system. *Dial 0 to report this problem.*

If you can't receive calls:

Check the red light next to the button with your phone extension number. If it is flashing very quickly, then your line is forwarded to another phone. To de-activate the forwarding, pick up the receiver, press the FWD button, followed by your 4-digit extension number, then hang up the phone.

Check the volume on your ringer. There is a sliding bar (usually) on the bottom of the phone, which can be easily bumped when handling the phone.

Troubles with Voice Mail:

If you try to check voicemail and it is expecting a security code, but you haven't programmed a security code yet, you will need to report this so that it can be reset. Please dial 0 to reach the operator to report this problem.

The red flashing light that indicates voice mail sometimes stops working. To reset the light, dial in and check your voicemail anyway – this will reset the light. Check now and then even if the light isn't flashing.

If the phone itself is broken:

If all lights flash at once, then there is internal damage (usually from dropping the phone.) Please unplug the phone and bring it to the reception desk to be replaced.

If the phone seems dead and you hear something rattling around in the receiver – it probably needs replaced. Bring your phone to the reception desk and report the problem.

For Questions or Problems Contact:

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