Telephone System Information

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.
K-plan 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.
Station:	Another name for a telephone set or phone.
Special Dial Tone:	Three beeps followed by a steady dial tone. 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.
D-Term:	A multi-button digital telephone with caller ID, conference, Re-dial, speaker phone, transfer and hold features.

Telephone System Features and Instructions

The following features are available on telephones at Brooklyn College.

I.   Placing a Call Within the College:

Listen for the dial tone and dial the four-digit extension number.

NOTE: To send an intra-college fax, just dial the 4 digit extension number.

II.   Placing an Outside Call from Within the College
(Area code 718):

1. Listen for the dial tone.
2. Dial "9" followed by 1 718 and the seven-digit phone number.

III.   Placing an Outside Call to a Local Calling Area
(Area codes 212, 516, 914, 347, 917 etc):

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

IV.   Making an Operator-assisted Long Distance Call:

1. Listen for the dial tone.
2. Dial "0" for the Brooklyn College operator.
3. Provide the operator with 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.   To transfer a Call Within the College: The Call Transfer feature lets you   transfer an incoming call to another extension without involving the operator.

For the newer D-Term phones follow this procedure:

1. During a call, press the transfer button located near the hold button near the bottom of your phone, and listen for the dial tone.
2. Dial the number to which you are transferring the caller, listen for the ring, and hang up.The call will be transferred automatically.
3. If the extension is busy or does not answer, press the transfer button again to disconnect and return to the caller.

For the older analog phones follow this procedure:

1. Press the switchhook or flash button, this will place the call on hold. Listen for the special dial tone.
2. Dial the number to which you are transferring the caller, listen for the ring, and hang up. The call will be transferred automatically.
3. If the extension is busy or does not answer, press the switchhook or flash button twice to disconnect and return to the caller.

It is No Longer Necessary to Involve the College Operators to Transfer a Call.

VI. **Personal Long Distance Calls** are not generally allowed. In the event of a emergency seek prior permission from the Chairperson, Office or Dept Head and contact the operator for assistance.

VII. **To Place a Three-way Call:** The Three-way Calling feature establishes a telephone conference call between you and two others.

For the newer D-Term phones follow this procedure:

1. Listen for the dial tone, dial the first number
2. After the call has been established, hit the transfer button located next to the hold button at the bottom of your phone. This places the first call on hold.
3. When you hear the dial tone, place the second call.
4. When the second party answers, announce the conference call and press the Conf button on your phone. You and your two conference parties are now connected.
5. If the second party is busy or does not answer, press the transfer button again to reconnect to the first call.

NOTE: You may also use this feature with incoming calls. Follow steps 2-5 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.

For the analog phones follow this procedure:

1. Listen for the dial tone, dial the first number.
2. After the call has been established, press the switchhook or flash button. 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 conference parties are now connected.
5. If the second party is busy or does not answer, press the switchhook or flash button twice to reconnect to the first call.

NOTE: You may also use this feature with incoming calls. Follow steps 2-5 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.

Dterm Series i
Multi-line Phone
User Guide

Call Forward

This feature allows for users to automatically direct incoming calls to another number.

- Select extension to forward by pressing its line key and pick up the handset.
- Press the desired forwarding command as described in items 1 to 3 in the list below.
- Enter extension to forward to.
    If v-mail, dial "**5600**."
    If to an extension, dial extension.
- **FWD** confirmation tone signals when activated.

To cancel:
- Select extension from which to cancel forwarding by pressing its line key and pick up handset.
- Then press the desired cancellation command as described in items 4 to 6 in the list below.
- **FWD** confirmation tone signals when cancelled.

Certain access codes beginning with the ***** or **#** key followed by a single digit, control the Fwd commands. The following is a list of available forward commands:

1. ***** 6 fwd all calls
2. ***** 7 fwd busy
3. ***** 8 fwd after 4 rings no answer
4. **#** 6 cancel fwd all call
5. **#** 7 cancel fwd busy
6. **#** 8 cancel fwd no answer

Voice Mail Access

To access voice mail from a particular extension
- Dial **5600**
- **Enter your security code when prompted**.

To access voice mail from a different extension
- Dial, **5600.**
- When asked for your security code, hit the *** (star) key followed by the #** (pound) key.
- Enter your mailbox number followed by your security code when prompted.

To access voice mail from outside the campus.
- Dial 718-951-5600
- At the sound of the greeting hit the # (pound) key.
- Enter your mailbox number and security code when prompted.

Feature Button – (This button allows you to change your ring tone and program speed dialing)

Setting the ring tone
- Press *"FEATURE"* button plus **3** to set the ring tone
- Keep pressing 3 until the desired ringtone is heard.

Programming One-Touch Speed Dial numberss
- Press **FEATURE** button.
- Press and of the spare buttons on your phone
- Dial the number to be stored (remember to include 9 for outside numbers)
- Save by pressing **FEATURE key again.** to use, press programmed key.
- To verify programming, repeat steps 1 & 2, and number will display in LCD.

To use programmed speed dial numbers
- Pick up handset
- Press FEATURE button
- Press appropriate spare button as programmed

Message Waiting Indicator Lamp
- Lights red to indicate a message left in voice mail.

Recall
- Pressing this key recalls dial tone to your station.

Conference
- While call is in progress, press **TRANSFER**.
- Dial number of 3rd party.
- After called party answers, press **CONF** to join all 3.

Redial
Stores the last 5 numbers dialed.
- Press **REDIAL** button repeatedly to scroll through last 5 numbers dialed.
- Press ***** (star) key to dial selected number displayed in LCD.

Hold
- While on the call, press **HOLD**.
- To retrieve held call, press the flashing line key.

Transfer
While on the call, press the transfer key followed by desired ext.
- Remain on the line to announce call ("screened transfer"), or hang up to complete transfer.
- If you have misdialed or no one answers, and would like to return to the caller, press **TRANSFER** again.
- If voice mail answers, and you would like to return to the caller, press the star key three times i.e. *** * ***

MIC
- Turns Speaker MIC on & off.
- LED lights red when **MIC** is active.
- To MUTE voice transmission from your speaker, turn your **MIC** off.
  Other party will not be able to hear you but you will be able to hear them.

Speaker
- SPEAKER key lights red when active.

Up/Down Arrow indicator keys
- While station is idle: LCD contrast.
- While on a call: adjusts volume.
- While phone is ringing: ring volume.

Placing Calls
- Pick up handset or press **SPEAKER**.
- Dial number (remember to press "**9**" first for external numbers.)

Answering Calls
- Pick up handset to answer your private line
- Pick up the handset and press flashing button for lines other than your primary.

Feature

<FEATURE> + 3
Scroll through & set ring tone.
Press "3" to scroll & <FEATURE> to set.

One-Touch Speed Dials

1. Press <FEATURE>.
2. Press One-Touch key to program.
3. Dial the number to be stored.
4. Save by pressing <FEATURE>.

To use, press programmed key.

To verify programming, repeat steps
1 & 2, and number will display in LCD.

Up/Down

- While station is idle: LCD contrast.
- While on a call: adjusts volume.
- While phone is ringing: ring volume.

MIC

Turns Speaker MIC on & off.
LED lights red when MIC is active.
To MUTE voice transmission from
your speaker, turn your MIC off.
Other party will not be able to hear
you but you will be able to hear them.

Speaker

<SPEAKER> key lights red when active.

Message Waiting Indicator Lamp

Lights red to indicate a
message left in voice mail.
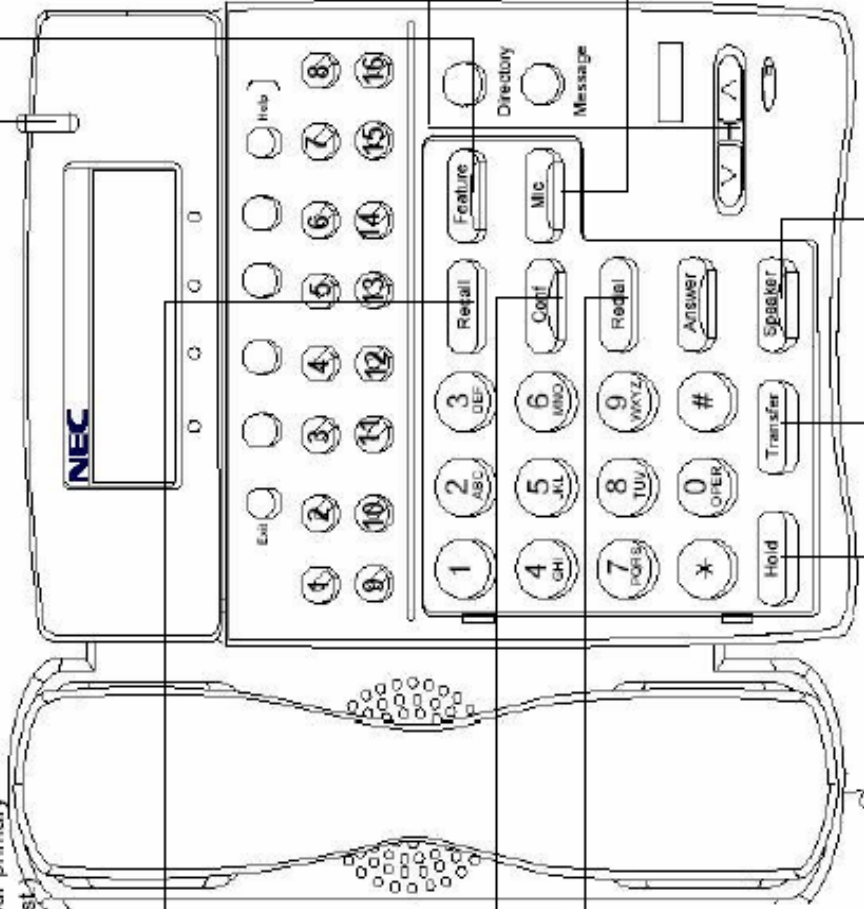
Transfer

1. While on the call, press this key followed by desired ext.
2. Remain on the line to announce call ("screened transfer"), or hang up to complete transfer.
   If you have misdialed or no one answers, and would like to return to the caller, press
   <TRANSFER> again.

Placing Calls

1. Pick up handset or press <SPEAKER>.
2. Dial number (remember to press "9" first for
   external numbers.)

Answering Calls

Pick up handset or press <SPEAKER>.

(If answering a line, other than your primary
ext., press the flashing line key first.)

Recall

Pressing this key recalls
dial tone to your station.

Conference

1. While call is in progress, press
   <TRANSFER>.
2. Dial number of 3rd party.
3. After called party answers,
   press <CONF> to join all 3.

Redial

Stores the last 5 numbers dialed.

1. Press <REDIAL> to scroll
   through last 5 numbers dialed.
2. Press "∗" to dial selected
   number displayed in LCD.

Hold

While on the call, press <HOLD>.
To retrieve held call, press the flashing line key.

Voice Mail System Information

CallXpress 3 is 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 twenty-four-hour, seven-day-a-week service. Voice Mail messages will be held for a period of fourteen 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.

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, which answers "Thank you for calling Brooklyn College," can be accessed by dialing '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. It can receive messages for the entire department or office.

Personal Mailbox: The mailbox associated with a specific person.

Mailbox Number: Number associated either with your extension or general mailbox.

Security Code: The security access code to a mailbox. Originally '0000' as a default; must be changed by mailbox owner during setup.

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, recorded by the caller.

Voice Mail System Features and Instructions

You **MUST** set up 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**, <u>which can only be given to you by the Voice Mail administrator</u>.

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

For the first time setup, a tutorial will guide you through each step. **Please follow the prompts.**

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. <u>State your first and last name only</u>. If it is a department or office mailbox, <u>state the name of the department or office only</u>.

You will be asked 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 the ***** key to cancel your last command.

You may press the **#** key at any time to have the system repeat all the options.

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 <u>from your internal phone</u>, use the procedure below to set up your personal mailbox:

   1) **Dial 5600**

   2) You will hear **"Please enter your security code."** For the **first time** setup enter "**0000**" as the default security code. The tutorial will guide you through the setup automatically. **Please follow the prompts.**

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. After that, it is ready for use. **Remember, you should check your personal mailbox a few times a day to make sure you retrieve your messages in a timely fashion.**

B. If you **share the same phone extension with other people** 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) You will hear **"Please enter your security code."** Press the * key.
3) When the Voice Mail system answers, you will hear the **main college greeting**. Press the **#** key.
4) You will hear **"Please enter your mailbox number."** Enter your four-digit personal mailbox number.
5) You will then hear "**Please enter your security code.**" For the **first time** setup enter "**0000**" as the default security code. The tutorial will guide you through the setup automatically. **Please listen to the prompts and enter information as asked for.**

NOTE: If you are setting up the **general mailbox**, keep in mind that the greeting for the main department or office phone number is already created by the Voice Mail administrator and can not 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 (718) 951-5600**
2) When the Voice Mail system answers, you will hear the **main college greeting**.
3) Press the **#** key.
4) You will hear "**Please enter your mailbox number.**" Enter your four-digit **personal mailbox number**.
5) You will then hear "**Please enter your security code.**" For the **first time** setup enter "**0000**" as the default security code. The tutorial will guide you through the setup automatically. **Please follow the prompts.**

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. Once you have finished the tutorial, your mailbox is ready for use, and people can begin to leave you messages. **Remember, you should check your personal mailbox a few times a day to make sure you retrieve your messages in a timely fashion. Mailboxes have been programmed to allow messages to be stored for up to 99 days.**

III. Retrieving Your Messages

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

1) Dial **5600**
2) You will hear **"Please enter your security code."**
3) Enter the security code.

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

1) Dial **5600**
2) You will hear **"Please enter your security code."** Press the * key.
3) When the Voice Mail system answers, you will hear the **main college greeting**. Press the **#** key.
4) You will hear **"Please enter your mailbox number."** Enter your four-digit personal mailbox number.
5) You will hear **"Please enter your security code."**
6) Enter the security code.

C. If you are calling remotely <u>from an outside phone</u>:

1) Dial **(718) 951-5600**
2) When the Voice Mail system answers, you will hear the **main college greeting**. Press the **#** key.
3) You will hear **"Please enter your mailbox number."** Enter your four-digit personal mailbox number.
4) You will hear **"Please enter your security code."**
5) Enter the security code.

IV. Listening to Your Messages and other main functions

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 main options:

Press 1 to listen to <u>new</u> messages
Press 2 to record and send a message
Press 3 for Phone Manager functions
Press 5 to listen to <u>saved</u> messages

Each of the 4 main functions above has their own individual sub functions which allow you to perform a wide variety of actions. You can access these other functions by pressing the appropriate button.

For example: On pressing 1 to listen to your new messages, you can press 1 again to pause the current message, 3 to back up the message 5 seconds, 4 to delete the message etc. Depending on the number chosen, you will be taken to yet another menu with still more functions, or you will remain within the current menu where your function can be performed.
For example, after pressing 1 to pause the message, the system will inform you of other functions available to you. Pressing the # sign here will take you to the "help" menu. There you will hear a list of other available functions like increasing or decreasing speed of message, setting a bookmark or to continue listening to the message.

Please refer to the Quick Reference Card on page18 to guide you through the various menus.

You **MUST** always act on a message (either by discarding or saving) or else it will continually 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 record and send messages. This is option 2 from the main menu. The system will prompt and instruct you on how to compile and send the message.

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

VI.   **Phone Manager:** The Phone Manager feature lets you customize your Voice Mail after your original setup.

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, recommended to 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.
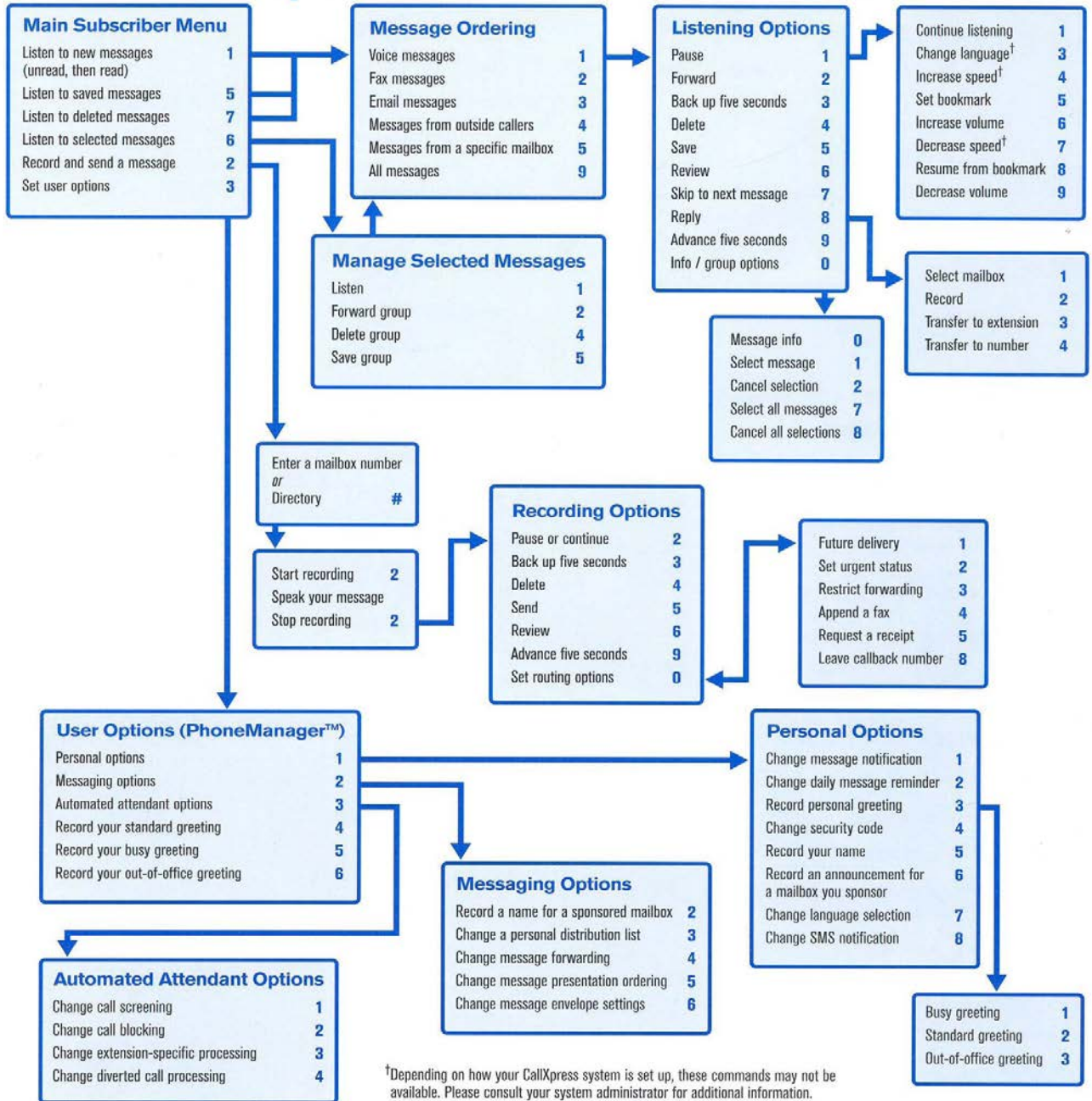
VII. Leaving the Voice Mail System

When leaving the Voice Mail system, whether listening to or sending messages:

Press the * key, rather than just hanging up. If a message has come in while you are in your mailbox, you will be informed.

If no additional messages have come in, **press the * key four times before hanging up**. This helps the system disconnect rapidly.

Brooklyn College Information Technology Services
Office of Telecommunications
718.951.5533

CallXpress® Quick Reference Card

Main Subscriber Menu

Listen to new messages (unread, then read)	1
Listen to saved messages	5
Listen to deleted messages	7
Listen to selected messages	6
Record and send a message	2
Set user options	3

Message Ordering

Voice messages	1
Fax messages	2
Email messages	3
Messages from outside callers	4
Messages from a specific mailbox	5
All messages	9

Listening Options

Pause	1
Forward	2
Back up five seconds	3
Delete	4
Save	5
Review	6
Skip to next message	7
Reply	8
Advance five seconds	9
Info / group options	0

Continue listening	1
Change language†	3
Increase speed†	4
Set bookmark	5
Increase volume	6
Decrease speed†	7
Resume from bookmark	8
Decrease volume	9

Manage Selected Messages

Listen	1
Forward group	2
Delete group	4
Save group	5

Select mailbox	1
Record	2
Transfer to extension	3
Transfer to number	4

Message info	0
Select message	1
Cancel selection	2
Select all messages	7
Cancel all selections	8

Enter a mailbox number *or* Directory	#

Start recording	2
Speak your message	
Stop recording	2

Recording Options

Pause or continue	2
Back up five seconds	3
Delete	4
Send	5
Review	6
Advance five seconds	9
Set routing options	0

Future delivery	1
Set urgent status	2
Restrict forwarding	3
Append a fax	4
Request a receipt	5
Leave callback number	8

User Options (PhoneManager™)

Personal options	1
Messaging options	2
Automated attendant options	3
Record your standard greeting	4
Record your busy greeting	5
Record your out-of-office greeting	6

Personal Options

Change message notification	1
Change daily message reminder	2
Record personal greeting	3
Change security code	4
Record your name	5
Record an announcement for a mailbox you sponsor	6
Change language selection	7
Change SMS notification	8

Messaging Options

Record a name for a sponsored mailbox	2
Change a personal distribution list	3
Change message forwarding	4
Change message presentation ordering	5
Change message envelope settings	6

Automated Attendant Options

Change call screening	1
Change call blocking	2
Change extension-specific processing	3
Change diverted call processing	4

Busy greeting	1
Standard greeting	2
Out-of-office greeting	3

†Depending on how your CallXpress system is set up, these commands may not be available. Please consult your system administrator for additional information.

Welcome!

Brooklyn College's new CallXpress® unified messaging system is designed to provide you with the same convenient access to your voice, fax, and email messages whether you are at your desk or calling in over the telephone.

Before You Start

To set up CallXpress, your system administrator will give you the following information.

CallXpress internal number:

5600

CallXpress external number:

718-951-5600

Your subscriber mailbox number:

Is your 4 digit phone extension

Your default security code is 0000.

Gaining Access to Your Mailbox

Follow these simple steps to start using CallXpress.

1. Call the internal or external number your administrator has given you for reaching your CallXpress system.
2. If necessary, press # or any other key that your CallXpress system requires.
3. If prompted, enter your subscriber mailbox number.
4. Enter a security code (or the default code, if your administrator has given you one).

Performing Common Tasks

If you're looking for a quick hint on how to perform a specific task, read on.

Getting Started

If you want to ...	Then enter ...
Listen to new messages	1
Listen to saved messages	5
Listen to and recover messages you've marked for deletion (in this session only)	7
Review, forward, delete, or save messages you've selected	6
Record a message for another subscriber	2 extension

After Recording a Message

If you want to ...	Then enter ...
Append a fax	0 4
Leave a number where you can be reached	0 8
Mark the message urgent	0 2
Request a return receipt	0 5
Request future delivery	0 1
Restrict forwarding of the message	0 3

While Listening to a Message

If you want to ...	Then enter ...
Increase playback speed[†]	1 4
Decrease playback speed[†]	1 7
Increase playback volume	1 6
Decrease playback volume	1 9
Skip ahead five seconds	9
Skip back five seconds	3
Skip to the next message	7

Setting Up Your Mailbox

If you want to ...	Then enter ...
Change your busy greeting	3 1 3 1 or 3 5
Change your name recording	3 1 5
Change your out-of-office greeting	3 1 3 3 or 3 6
Change your password	3 1 4
Change your standard greeting	3 1 3 2 or 3 4
Set automatic message forwarding	3 2 4
Set Immediate Message Notification	3 1 1
Set message presentation ordering	3 2 5