

FREQUENTLY ASKED FACULTY/STAFF TELEPHONE QUESTIONS

HOW DO I FORWARD MY CALLS TO ANOTHER EXTENSION?

- To **activate** this feature press *2 and the last four digits of the extension that you would like your calls to go to.
- To **deactivate** this feature press #2.

HOW DO I SEND MY CALLS DIRECTLY TO VOICEMAIL?

- To **activate** this feature press (*3)
- To **deactivate** this feature press (#3)

HOW DO I USE CALL WAITING WITH A SINGLE LINE SET (2500)?

- Press the recall button (FLASH), press #4, and the caller will be connected.
- Press the recall button (FLASH), press #4, and you will get original call.

HOW DO I ANSWER A CALL WITHIN MY PICKUP GROUP?

- Press *4 and you will be connected.

HOW DO I COMPLETE A LAST NUMBER REDIAL?

- Press #9.

HOW DO I MAKE CALLS?

- **On-Campus Calls:** Dial the last four digits of the number.
- **Local Calls:** Dial 9 followed by the complete seven digits of the number you are dialing.
- **Toll Free Calls:** Dial 9 + the toll free prefix (800, 855, 877, or 888) followed by the last seven digits of the toll free number you are dialing.
- **Long Distance Calls:** Dial 9 + 1, the area code (only if outside 315) and then the seven digits of the number you are calling, you will hear a "bong", dial your seven-digit authorization code.
- **Calling Card Calls:** Dial 9, followed by the toll free access number your calling card company has provided for you.
- **Information Calls:** Dial 9 + 1, then area code-555-1212 and when you hear the "bong", dial your seven-digit authorization code.
- **International Calls:** Dial 9 + 011, the country code, city code, and the number you are calling, wait for the "bong" and enter your seven-digit authorization code. If the call does not go through and you have never used your code to call internationally before, call the TelCom Office to make sure your code has international capabilities.

WHAT ARE THE EXCHANGES FOR THE LOCAL CALLING AREA?

- **Canton:** 229, 379, 386, 714
- **Madrid:** 322, 355, 590, 869
- **Nicholville:** 328, 674
- **Norwood:** 353
- **Ogdensburg:** 393, 394, 541, 605, 614, 713
- **Potsdam:** 261, 262, 265, 267, 268, 274, 603, 621, 742
- **Waddington:** 388

HOW DO I GET A LONG DISTANCE AUTHORIZATION CODE?

- Have your department head or secretary email the TelCom office at telcom@potsdam.edu with that request.

WHAT IF MY PHONE RINGS ONE SHORT RING AND THEN GOES TO VOICEMAIL?

- Send all calls is activated. Press #3.

HOW DO I CHANGE THE NUMBER OF RINGS ON MY PHONE BEFORE IT GOES TO COVER?

- Email the TelCom office at telcom@potsdam.edu.

ON MY VOIP SET (1608, 1616), HOW DO I CHANGE THE SOUND OF THE RING?

- Press "menu" followed by "select", then press the down arrow until you get to "personal ringing" and press "select". Scroll through the patterns until you find the one you like and hit "save".

HOW MANY PEOPLE CAN I HAVE ON A CONFERENCE CALL?

- 3 on a single line, 6 on a VOIP set.

HOW DO I PLACE A CONFERENCE CALL?

- Press "recall" or the "conference" button to place the first party on hold. Dial the third party's number (discuss call with him/her), press "recall" or the "conference" button and all parties will be connected.

HOW LONG IS A MESSAGE STORED IN VOICEMAIL?

- 30 days and then you will be given a 15 day grace period to review your messages. At 45 days the messages will be deleted.

HOW DO I CHANGE MY PASSWORD IN VOICEMAIL?

- Dial x4000, log into your voicemail, press 4, press 2-1-1 and change your password.
- Passwords should be 6-15 characters.
- If you forget your password or are locked out, call the TelCom office at **X3000** or email us at **telcom@potdam.edu**. Have your voicemail box number handy.

WHO DO I CALL IF I AM RECEIVING HARRASSING PHONE CALLS?

- Hang up right away and call UNIVERSITY POLICE **X2222**.