



# CTS-Telecommunications Policy Book

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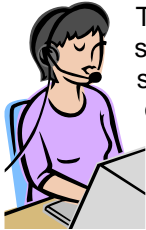
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## 1.0 Hello !

This book is designed to help you operate the feature-filled telephone system and will guide you, step by step, through the many ways you can use the system to your advantage. We are confident that you will find this manual complete and easy-to-use, featuring quick reference guides for both the telephone and voice mail systems.



## 2.0 Campus Switchboard Operator —(Dial “0”)



The college's switchboard is open Monday through Friday from 8:00 am to 4:30 pm during the school year, excluding holidays. Summer hours are 8:00 am to 4:00 pm. You may call the switchboard during business hours by dialing “0” or “2500”. To reach a SUNY Oswego operator from a non-campus telephone, dial 315-312-2500.

Incoming calls to the operator during business hours will be transferred to your campus number. The switchboard has the authority to tell callers your telephone number and campus address unless you request through the Registrar's Office not to have this information available.

## 3.0 Basic Telephone Service

The telephone jack in your room will be active for on campus dialing and you will be able to receive incoming telephone calls. This will allow you to make on campus calls and receive calls as soon as you enter your room and plug in your phone. Basic telephone service includes Campus Dial Tone, Voice Mail, Call Waiting, Caller ID, Last Number Redial and Speed Dial services. **Students are responsible for providing their own phone instrument. If you want to make off campus calls, including local, long distance or toll free calls, it is necessary to obtain a PBN. Please stop by room 102 Culklin Hall to request a PBN.**

## 4.0 Basic Features

### 4.1 How To Use The Features

Digits preceded by an asterisk (\*) or pound sign (#) are used to activate features. These digits are called “feature codes.” All feature codes must be entered at a dial tone. Once you have entered the feature code, you will hear a confirmation tone followed by a dial tone indicating the feature code was accepted and you can continue.

### 4.2 Last Number Redial (*Calls made to on & off campus numbers*)

Pick up handset

On Campus—Enter # #

Off Campus—Enter # # then when you hear dial tone, enter your PBN.

### 4.3 Call Waiting

If you hear a beep while engaged in a conversation on your extension, someone is waiting to speak with you. You may either continue your conversation, or you may put your present call on hold and accept the waiting call.

#### 4.3.1 Accepting Call Waiting

**Press the switch hook for a second**

The first call is held, and you will then be connected to the next incoming caller.

**4.3.2 Alternating Between Calls**  
**Press the switch hook for a second**

Only one caller may call-wait on one extension. Subsequent callers will go to voice mail. If you choose not to answer your call waiting, the caller will hear four rings and then will be transferred into the voice mail system to leave a message.

**4.3.3 Turn Off Call Waiting**

Lift handset

Press **\*70**

When you hang up the phone, your call waiting will be disabled.

**4.3.4 Turn On Call Waiting**

Lift handset

Enter **\*69**

When you hang up the phone, your call waiting will be enabled.

**4.3.5 Using Call Waiting With A Cordless Phone**

Your cordless phone should have a button marked "flash" or "reset". This button acts as your switch hook. Follow the same directions above (4.3.1 - 4.3.4) using your flash or reset buttons, instead of the feature codes.



**Please be advised we do not recommend the use of cordless phones.**

**4.3.6 Turn Off Call Waiting For Modem Use**

From your communications software, insert **\*70,,** in front of the phone number you wish to connect with. (i.e. - \*70,,6456)

**NOTE: This only disables your call-waiting feature for the duration of the current call.**

**4.4 Caller ID**

Caller ID is active on all student lines. You must provide your own Caller ID box or have a telephone with Caller ID display. Call waiting-Caller ID is not available.

**4.5 Voice Mail**

Voice mail offers many more features than an answering machine can provide and does not require any additional equipment. Each room will have a voicemail box. You can call into your mailbox to check messages or to change your greeting from any touch-tone phone in the world. You can also create a message in your personal mailbox and send it to anyone on campus who has voice mail. If someone is trying to call a voice mail subscriber who doesn't answer after 4 rings, the caller is immediately transferred to the voice mailbox and the call is answered by an automated prompter who walks the caller through the proper steps of leaving a message. **The voice mail system will let the subscriber know if they have any messages.** If you hear a stutter dial tone when you lift the receiver, this indicates to the subscriber that they have messages in their mailbox. By using a touch-tone phone, the subscriber may call their mailbox and retrieve messages by using their confidential security code. You can dial over this tone to place a call at any time. Your messages can be left and played without everyone else in the room hearing them. You may also receive and retrieve messages even if the power goes out.

#### 4.5.1 Getting Started

The first time you use your mailbox, you **or** your roommate must record your personal greeting.

##### **LOG IN TO CALL PILOT:**

(To record your personal greeting)

Using a Touch-Tone telephone:

Lift Handset

Dial Voice Mail Access Number **3383 (on campus)** or  
from off campus dial **312-3383 (within 315 area code)**  
**315-312-3383 (outside of the 315 area code)**

Dial your 4-digit mailbox\* and the # key

\*NOTE: Your mailbox number is your 4-digit extension

Dial your starter password. (Your starter password is **312 + 4-digit extension**)

Press # key

#### 4.5.2 Change Your Password

After logging into Call Pilot:

Dial **84**

Enter "starter" password (**312+4-digit extension**)

Enter new password (minimum 4 digits) Press # key

Re-enter new password Press # key

##### **YOUR PASSWORD CANNOT BE:**

-your mailbox number

-same numbers (33333)

-sequential numbers (23456)

#### 4.5.3 Record Personal Verification

After logging into Call Pilot:

Dial **8\*29**

Press **5** and wait for tone

Record your first, last name and extension only

Press # key

Press **4** to return to the main menu

#### 4.5.4 Record Your Greeting

After logging into Call Pilot:

Dial **82**

Select the greeting type:

Press **1** for External greeting

Press **2** for Internal greeting

Press **3** for Temporary greeting

Press **5** and wait for tone

Record your greeting

Press # key

**Note:** Press **2** to replay your recorded greeting.

#### 4.5.5 Retrieving Your Messages

After logging into Call Pilot, the system tells you how many messages are in your mailbox. To listen to your messages:

Press **2**

Press **6** to go to the next message

Press **76** to delete the message and go to the next message.

#### 4.5.6 Express Messaging

Allows you to leave a voice mail message for a user without ringing their phone.  
Dial **3384** or **312-3384 (within 315 area code)** or  
**(315) 312-3384 (outside of 315 area code)**  
Dial the person's 4-digit extension  
Press #  
Record your message

#### 4.5.7 Sending Messages

You may record and send messages to other voice mail users.  
After logging into Call Pilot:  
Dial **75**  
Enter first recipient's extension  
Press #  
Enter next recipient's extension  
Press # (repeat as needed)  
Press # when list is completed  
Press **5** to begin recording message  
Press # when done  
Press **79** to send your message



## 5.0 Telephone Equipment

### 5.1 Telephones

Telephones are not supplied. You are responsible for providing your own phone. Telephones are available for purchase at the College Bookstore or at local stores throughout Oswego. We recommend you bring a corded phone for your personal use. Cordless phones do not work well in Residential Hall environments and are not recommended. If you still decide to bring a cordless phone, be sure it is a high quality one that transmits in the 900 MHz or 2.4 GHz range.

### 5.2 Hooking Up Your Own Equipment

If you use a modem or another type of computer device, the CTS ~ Telecommunications Office recommends that you deactivate the call waiting feature prior to using the computer by entering \*70. This will temporarily turn off the call-waiting feature for the duration of that call (see section 4.3.3 + 4.3.5).

### 5.3 Telephone Equipment Problems

All jacks were tested before you arrived and should be in working order. If there is a problem with your telephone service, such as no dial tone or static, report it to the Technology Support Center Help Desk at ext. 3456 immediately. A trouble report will be completed and it will be scheduled for repair.

**You** are responsible for the repair/replacement of your own telephone equipment. Should the CTS ~ Telecommunications Office be dispatched for equipment trouble (telephone or answering machine) you will be subject to a service call charge.

### 5.4 Line Sharing Between Rooms Use of Non Campus Telephone Services

You are not permitted to bridge your line with any other room or bypass the CTS ~ Telecommunication's telephone switch in any way, or have any telephone services other than those provided by the college.

## 6.0 PBN—Personal Billing Number (Authorization Code)

PBNs are billed at \$19.95 **PER SEMESTER (BILLED IN SEPT & JAN)**. To get a PBN bring your SUNY Oswego ID to the CTS ~ Telecommunications Office and fill out a contract. With your PBN you will receive the following calling plan at no additional charge: Local calls billed at 10¢ for the first 3 minutes and 3¢ each additional minute. Long distance calls billed at 15% discount off AT&T long distance rates (7¢ to 33¢ per minute depending on the time of day of the call). 50% discount off AT&T international rates.

### 6.1 Keep Your PBN Secret

Your PBN is confidential and is intended solely for your own use. Once you have received your PBN, you are fully responsible and liable for all calls made with it. **If you lose your PBN, or suspect theft or misuse, immediately notify the CTS ~ Telecommunications Office in writing and in person.** Once written notification has been received, your old PBN will be deactivated, and pending approval from the Assistant Director of CTS ~ Telecommunications, a new PBN will be issued.

## 7.0 Rates

***\*ALL RATES ARE SUBJECT TO CHANGE ON 30 DAYS NOTICE***

### LONG DISTANCE DISCOUNT RATES

The College is able to provide significant discounts to you below the cost of calls charged to credit cards, third party numbers and collect calls. In addition, long distance calls, foreign and domestic are discounted from the AT&T direct dial rate.

The college communications system utilizes a variety of long distance services. The rates are all based on the AT&T base rates. Long distance domestic calls are discounted from the AT&T Direct Dial rate by 15% at all times.

**Remember AT&T rates are cheaper in the evenings and even cheaper on weekends.**

International calls are discounted at 50% at all times. For International rates and discount times, come to 102 Culkin Hall during regular business hours.

## 8.0 Calling Plans

### 8.1 Basic Service

There is no fee for basic service. Basic service includes: 4-digit on-campus dialing, incoming calls, call waiting, caller ID, last number redial, speed dial and voice mail.

### 8.2 **PBN \$19.95 Per Semester (Billed in Sept. & Jan.)**

Local calls billed at 10¢ per minute for the first 3 minutes and 3¢ each additional minute. Long distance calls billed at 15% discount off AT&T long distance rates (7¢ to 33¢ per minute depending on the time of day of the call), 50% discount off AT&T international rates.

**Note: Students who have calls in excess of 60 minutes per month will benefit from one of the following enhanced optional calling:**

### 8.3 **PBN + NY Express + Phone Home Plan\*\* 49.00 PER SEMESTER (Billed in September & January)**

Local calls billed at 10¢ for the first 3 minutes and 3¢ each additional minute. Long distance calls billed at 5.9¢ per minute within New York State and 8.9¢ per minute within the continental United States. 50% discount off AT&T international rates.

**8.4 PBN + Nationwide + Phone Home Plan\*\* 49.00 PER SEMESTER  
(Billed in September & January)**

Local calls billed at 10¢ for the first 3 minutes and 3¢ each additional minute. Long distance calls billed at 7.9¢ per minute for all toll calls within the continental United States. 50% discount off AT&T international rates.

**\*\*Phone Home Plan** will allow you to call your home telephone number, supplied on your telephone services contract, for 4.9¢ per minute within the continental United States only and 20¢ per minute to Canada.

## 9.0 Call Types

**9.1 Calling Card Calls**

Telephone calling cards from other carriers may be used. Please note that you must have an active PBN to use calling cards, except from payphones. Be sure that the calling card you choose has an 800-access number, otherwise you will be charged for those calls.

**Note: Calls made with your calling card are more expensive than those that are dialed directly using our telephone service.**

**9.2 800 Numbers**

There is no charge for most 800 numbers. However, there are a few that do charge. You will be billed the amount of the call, applicable tax and a 10% surcharge.

**9.3 900 And 700 Numbers**

Due to difficulties in accurately billing 900 and 700 numbers, they cannot be dialed from on campus telephones, except from payphones.

**9.4 Third-Party / Collect Calls Charged To Your Extension**

Most incoming collect calls are blocked to the college; therefore, calls to your extension cannot be third-party billed. If such calls are charged to your extension, a manual charge will be applied. **BOTH** roommates will be charged 1/2 for the calls plus applicable tax and an additional 10% surcharge. If a particular subscriber to that line claims the call, the charges can be moved to the responsible person's account. That person **MUST** come in person to claim such a charge.

Please note that third party and collect calls are billed directly to the CTS ~ Telecommunications Office by various telephone companies; therefore, only an adjustment for the telephone call(s) and all charges incurred will show on your bill. To view the actual call(s) made, you must come to the CTS ~ Telecommunications Office during regular business hours.

## 10.0 Placing A Call

**NOTE: When placing any call off of campus you must wait for a stutter dial tone to enter your PBN**

**10.1 Local calls**

To place a call to a campus extension: *Dial the **4-digit extension only***  
To place a call to a local number: *Dial **9 + Phone Number + PBN***

Subscribers will be billed for local calls at the rate of 10¢ for the first 3 minutes and 3¢ each additional minute.

## 10.2 Long Distance Calls

Dialing direct within 315 area code:  
**Dial 9 + Phone Number + PBN**

Dialing direct outside 315 Area code:  
**Dial 9 + 1 + Area Code + Phone Number + PBN**

Toll Free Numbers: *includes 800, 855, 866, 877, 888*  
**Dial 9 + 1 + 8xx + Phone Number + PBN**

## 10.3 Operator Assisted Calls

Campus Operator Assistance:  
**Dial 0**

Directory Assistance (\$1.50 per call):  
**Dial 9 + 555-1212 + PBN**

Long Distance Directory Assistance (\$1.50 per call):  
**Dial 9 + 1 + Area Code + 555-1212 + PBN**

Toll Free Directory Assistance:  
**Dial 9 + 1-800-555-1212 + PBN**

## 10.4 International Calls



Dialing Direct:

**Dial 9 + 011 + Country Code + City Code + Phone Number (long pause)**  
**PBN (long pause)**

If a wrong or nonexistent number is dialed on an international call, a recording will say check the number and dial again. An operator will not intercept the call.

**Note:** A pause of more than eight seconds while dialing will result in a reorder (fast busy) signal. Hang up and dial again.

## 11.0 Tone Types

<b>When you hear...</b>	<b>It means...</b>
Fast busy signal (Reorder Tone)	You paused more than 8 seconds while dialing or the system has rejected your input.
Busy Signal	The number you called is busy.
Dead Air	Your PBN is not active.
Stutter Dial Tone (Progress Tone)	Enter your PBN.
Stutter Tone (Confirmation Tone)	Your feature code has been accepted.

## 12.0 Billing



### 12.1 About Your Bill

The CTS ~ Telecommunications Office sends monthly email notifications to the student's SUNY Oswego email address when the telephone bills are ready to be viewed online. You can view your bill online by going to <http://myphone.oswego.edu>. Select the Customer Web Portal and login using your SUNY Oswego username and password. All bills are mailed to your dorm room. A Home Billing option is available for a minimal charge of \$9.95 per semester. This option sends a printed copy of your telephone bill to your home address, allowing your parents to receive the bill also (see Dual Billing, section 13.1). **Please be aware that if you do not pay your bill on or before the 22nd, your account will be treated as delinquent (see 12.3 Late Payments).**

#### 12.1.1 Payment Due Date

Payments are due by the 22nd of every month. Payments must be received in our office no later than the 22nd to avoid penalties. Should the 22nd fall on a weekend or holiday, the due date will be the next business day.

#### 12.1.2 PBN Credit Limits

You may choose a PBN credit limit. Your choices are \$25, \$50, \$75 or \$100. The default Credit Limit is \$100 if none is chosen. Once you exceed your limit your PBN will automatically be deactivated. This includes any outstanding balances or unbilled calls. Your PBN will not be deactivated over a weekend or during holidays, on which our office is closed.

**You may view your phone bill or credit limit status at anytime by going to our website [www.oswego.edu/telecom](http://www.oswego.edu/telecom). Login with your SUNY Oswego email ID and password.**

**\*\*Bills not paid by the due date are subject to delinquent status regardless of whether or not your credit limit has been exceeded.**

### 12.2 Payment Options

#### 12.2.1 By Mail

Payment by check or credit card is recommended when using intercampus or U.S. Mail. **Do not send cash through the mail.** Use the return envelope enclosed with each bill. Make checks payable to "SUNY Oswego." *To ensure credit to the proper account, write your account number on the front of your check, and return the bottom portion of the first page of your bill with your payment.* The CTS ~ Telecommunications Office is not responsible for payments lost in either intercampus or U.S. Mail service. **Be sure to allow enough time for your payment to arrive in our office by the 22nd.**



#### 12.2.2 In Person

Payment is accepted at the CTS ~ Telecommunications Office, located at 102 Culkin Hall, in the form of cash, check, money order, Discover, MasterCard, Visa and American Express credit cards. A payment drop box is next to the door of 105 Culkin Hall for your convenience. **Do not place cash in the drop box.**



### 12.2.3 **By Phone**

To make a credit card payment by phone, dial ext. 2273 (CARD); from a non-campus phone, dial (315) 312-2273. We accept VISA, MasterCard, Discover, and American Express. At the tone, leave the following information: your name, your account number, the type of credit card being used, the credit card number, the 3 or 4-digit card security code (CSC)\*\*, expiration date, amount you are paying and a phone number that you can be contacted at in case of any questions or problems with your card.

**\*\*The 3 or 4-digit Card Security Code (CSC) :** For Visa, MasterCard or Discover card, the CSC is the last 3-digits of the number located in the signature field, The CSC for American Express is found on the front of the card in the right hand corner of the card number.

### 12.3 **Late Payments**

If payment is not **RECEIVED** by the due date, a late notice will be mailed as a reminder of a possible \$20.00 disconnection fee and disconnection of services within 5 business days. A hold will be placed on your transcripts/registration/grades/diploma. Once your PBN has been disconnected, the balance due must be paid in full before your services will be reactivated. Activation or reactivation of services is subject to the Assistant Director of Telecommunication's discretion.



**NOTE: All delinquent accounts are subject to registration, grades, diploma and transcript restrictions, which are removed when the account is paid in full. To have your hold immediately lifted you must pay by certified funds (cash, money order or credit card), if paying by check the hold will not be removed for 12 business days.**

### 12.4 **Reactivation of Services**

While there is no fee to reactivate your services, you will be charged a disconnection fee of \$20.00, if the PBN is turned off because of non-payment. This fee will appear on your next phone bill. In order to get your services reactivated, you will need to pay your past due amount, including Disconnection fee, and fill out a Reactivation of Services form in the CTS ~ Telecommunications Office.

### 12.5 **Returned Checks**

Returned checks carry a \$20.00 penalty, and the account will be treated as delinquent (see "Late Payments"). The account must then be paid by cash, money order, certified check or MasterCard/Visa/Discover/American Express Credit Card. THE CTS ~ TELECOMMUNICATIONS OFFICE WILL NOT RESUBMIT ANY RETURNED CHECKS. Any returned checks not paid within 5 business days of notice will result in disconnection of your PBN and a disconnect fee of \$20.00

## 12.6 Confidentiality Policy

It is the policy of the CTS ~ Telecommunications Office at SUNY Oswego that telephone calls, placed by an individual using their PBN, will be confidential. Records and other information of calls made, will be accessible only to the individual assigned the PBN to which the calls are billed. Employees involved in billing preparation strictly enforce this policy. They are instructed to decline and report immediately any outside requests for information to University Police.

## 12.7 Copies Of Telephone Statements

Copies of bills cost \$3.00 each and will be issued only to the holder of the account. This fee must be paid prior to processing.

## 12.8 Important Announcements

Each monthly bill contains important information including policy and rate change announcements, **which are subject to change with 30 days notification**. Please read this important information carefully.

## 12.9 Customer Service

If there is a question concerning your telephone bill, please contact our staff in person in 102 Culkin Hall, via telephone at ext 2500 or via email at phone-list@ls.oswego.edu.

# 13.0 Home Billing

The Home Billing option allows a printed copy of your telephone bill to be mailed to your home address each month. This is particularly useful when parents pay the bill. The first copy of the bill is always sent to the student except during extended breaks. There is a PER SEMESTER FEE of \$9.95 (billed in Sept. & Jan.).

# 14.0 Illegal Access & Usage

## 14.1 Fraud — Theft Of Services

Fraudulent use of the telephone system is considered a misdemeanor under the penal codes of the State of New York and is punishable by up to one year imprisonment and/or \$1,000 fine. Unlawful use of another person's PBN is considered theft of service and will be prosecuted to the fullest extent of the law. SUNY Oswego's advanced telecommunications system allows the CTS ~ Telecommunications Office to trace fraudulent calls and identify the guilty party. If voice mail or PBN's are abused or misused in any way, the voice mail and/or PBN will be deactivated immediately.

## 14.2 Harassing (Annoying) Calls

If you receive harassing or annoying calls, please contact University Police at x5555. It is helpful to University Police if you keep track of the date and the time of the calls. Through University Police, the CTS ~ Telecommunications Office can monitor incoming calls to your telephone to determine the source of the calls. Calls can only be traced at the request of University Police. **A police report must be made prior to the trace being processed.**

## 14.2 (Cont'd)

**Note:** Call investigation results are released **ONLY** to the University Police Department. The CTS ~ Telecommunications Office **WILL NOT** release the results to the victim. The victim must contact the University Police Department at ext 5555 to discuss the call investigation results.

## 14.3 Unauthorized Calls

If you suspect misuse of your PBN, it is **your** responsibility to notify the Customer Service staff **in person and in writing** in room 102 Culkin Hall. CTS ~ Telecommunications and University Police will work together to prosecute the guilty party to the fullest extent of the law.

## 15.0 Other Telephones & Locations

### 15.1 Lobby Telephones

Lobby telephones are located at various areas around the campus. Such telephones are placed at residence hall entrances, in Hewitt Union and in some academic buildings. These telephones may be used to make any calls, including on and off of campus.

### 15.2 Payphones

There are about 30 coin and non-coin pay phones conveniently located in every residence hall and throughout the campus. **Please be aware that coin calls made from pay telephones are far more expensive than calls made with your PBN.**

## 16.0 Campus Technology Services

### 16.1 Instructional Technologies Print Quota

Additional IT Print Quota are available for purchase in \$5.00 increments in room 102 Culkin Hall. The CTS ~ Telecommunications Office only takes payments as a courtesy to the Instructional Technologies office. **Any questions or problems using your Print Quota should be directed to the Instructional Technologies Office in 26 Lanigan Hall or at ext 3055.** IT Print Quota updates are transmitted to the IT office twice daily, at Noon and 4:00 p.m. Please allow one business day for additional Print Quota requests to be processed.

### 16.2 Technology Support Center

The campus technology offices are requesting that all problems be reported first to the Technology Support Center. All calls to the Technology Support Center are logged and tracked in a customized database. Most times, the friendly and knowledgeable staff can resolve the problem over the phone or via email. When the problem requires consultation or hands-on technical assistance, it is routed to the appropriate campus technology unit for resolution.

16.2 (Cont'd)



**CALL THE TECHNOLOGY SUPPORT CENTER AT EXT 3456**

Located in 26 Lanigan Hall, the Technology Support Center is open daily throughout the year. For current office hours visit their website at:

[www.oswego.edu/cts/services/user\\_support/index](http://www.oswego.edu/cts/services/user_support/index)

For assistance with any campus technology problem, call the Technology Support Center at ext 3456, send email to [help@oswego.edu](mailto:help@oswego.edu), or stop by 26 Lanigan Hall.

The new modem pool number is 312-6456. If you have any problems connecting, please contact the Technology Support Center at ext 3456.

## STUDENT TELEPHONE FEATURES

### Instructions to place a telephone call:

- To make an outside call, dial 9 followed by the telephone number.
- After you hear the stutter dial tone (double tone) enter your personal billing number (PBN/Authorization Code).
- To make an on-campus call, dial using the 4-digit extension.

## Standard Features

You can access these features by using an activation code and following the procedures listed below.

Features	Feature Code	Procedure
Caller ID		Free caller ID. You must purchase a caller ID box or have the caller ID feature on your telephone.
Call Waiting Enable	*69	Pick up the receiver and press *69 to enable call waiting.
Call Waiting Disable	*70	Pick up the receiver and press *70 to disable call waiting.
Last Number Redial	##	Pick up the receiver and press ##. This will redial the last number called (on or off campus). If an off campus call, you will hear the stutter dial tone prompting you to enter your personal billing number (PBN).
Speed Dial Programming	*74	Pick up the receiver and dial *74. Enter a one-digit code, 2-9. Dial 9 for an outside call, followed by the phone number you want to assign to that code, then press the # button.
Speed Dial Use	*75	Pick up the receiver and dial *75. Dial the code for the telephone number you want to call, and press the # button. If placing an off campus call, you will then hear the stutter dial tone indicating the need to enter your PBN.
Voice Mail Access	3383 (from on campus) 312-3383 (from a local phone) (315) 312-3383 (from long distance)	You will hear a stutter dial tone indicating you have a new voice mail message. You can access your voice mail message(s) by dialing 3383 or you may make a call dialing over the stutter tone and check your voice mail later.

**FACULTY AND STAFF TELEPHONE FEATURES  
(FOR USE WITH KEY ASSIGNMENTS)**

If you have a key/button labeled with any of the following features, follow the Activation Procedure listed below. You cannot access the features using an activation code if you have a button labeled with that feature.

<b>Features</b>	<b>Activation Procedure</b>
Call Forward	While the handset is in the cradle, press the Forward key. Dial the extension to which calls are to be forwarded (calls can only be forwarded to another extension on campus). Press the Done key.
Call Forward (Cancel)	While the headset is in the cradle, press the CheckFW key. Press the Cancel key.
Call Hold	While on call, press the Hold key.
Call Hold (Retrieve)	To retrieve a held call, press the flashing extension button. (Located at the top right hand corner of the telephone).
Call Pickup	While a call is ringing at another station within the same pickup group, lift the handset from the cradle and press the Call Pickup key to pickup that call. *Stations must be in the same Call Pickup group.
Conference	While on call, press the Conf key. This will place current caller on hold, and you will receive a dial tone. Dial the number which you would like to add to the call. When the party answers, press the Connect key. This will connect all three parties. Continue the same procedure for up to 6 parties.
Call Transfer	While on a call, press the Trans key. This will place the current caller on hold and you will receive a dial tone. Dial the number to which you would like to transfer the call. If you are transferring and do not need to speak to the third party, wait for one ring, hit the connect key, then hang up. This will create the transfer connection in the system. If you would like to introduce the caller, stay on the line until the third party answers, introduce the caller, and press the connect key.
Auto Dial	One telephone number can be programmed per Auto Dial key. To program, while the handset is in the cradle, press the Auto Dial key. A flashing arrow will appear. Dial the number that you would like to program (if it is an outside call, remember to dial 9 first). Press the Auto Dial key again. To make a call using Auto Dial, lift the handset and press the Auto Dial key. You will hear a stutter dial tone indicating that you need to enter your PBN/Authorization code. PBN's cannot be pre-programmed using Auto Dial and will need to be entered in after each call is made (if it's an outside call).
Last Number Re-Dial	To re-dial the last number dialed press the green button two times. If you are calling off-campus you must enter your authorization code/PBN when you hear a stutter dial tone.
Re-Dial	Press Re-dial, scroll down, choose number, press dial. If you are calling off-campus you must enter your authorization code when you hear a stutter dial tone.
Voice Mail Access	A message indicator will light up when you have a new message. Pick up the receiver and press your message key. You will then be prompted to enter your mailbox number followed by the # sign, and your password then again followed by the # sign. You may also enter the voice mail system by picking up the receiver and dialing 3383. You will then be prompted to enter your mailbox number followed by the # sign and then your password again followed by the # sign.

**FACULTY AND STAFF TELEPHONE FEATURES  
(FOR USE WITHOUT KEY ASSIGNMENTS)**

For use of features without an assigned button, follow the directions below. Please note: If you have a key/button labeled with one of the following features, you cannot activate the feature using the activation code. Refer to the procedure listed on the previous page.

<b>Features</b>	<b>Feature Code</b>	<b>Procedures</b>
Call Forward	*72	Pick up the receiver and press *72. Enter the number to which calls will be forwarded. Call forward feature can only be used to forward calls to on campus extensions.
Call Forward Disable	*73	Pick up the receiver and press *73.
Call Waiting Enable	*69	Pick up the receiver, press *69 and dial the number you wish to call.
Call Waiting Disable	*70	Pick up the receiver, press *70 and dial the number you wish to call.
Call Hold	*55	While on call, press *55. Your caller will be placed on hold.
Call Hold Retrieve	*55	To return to held call, press *55 again.
Call Pickup	*62	Pick up the receiver and press *62.
Last Number Redial	##	Pick up the receiver and press ##. This will redial the last number called (on or off campus). If an off campus call, you will hear the stutter dial tone prompting you to enter your personal billing number (PBN).
Voice Mail Access	3383 (from on campus) 312-3383 (from any local phone) (315) 312-3383 (from long distance)	Pick up the receiver and dial 3383. You will be prompted to enter your mailbox number followed by the # sign, then enter your password again followed by the # sign.

- All other features, including Auto Dial, Call Back, and Speed Dial require a function key and cannot be accessed using a code. If you do not have a key labeled with any of those features, the feature cannot be accessed.
- To make an outside call, dial 9 followed by the telephone number. After you hear a stutter dial tone, enter your PBN.
- To make an on campus call, dial using 4 digits.
- A tone will be heard as the number keys are pressed. This is a function of the telephone set and cannot be changed.
- If you have an Automatic Dial key, only one phone number can be programmed per key. You cannot program your PBN in with the number.