

## Telecommunications Tips

Things you need to know.

1. **New Voicemail.** We have a **new** voicemail system. You have been sent to your campus mailbox a **lavender** card that tells you what your new voicemail box number is and how to set it up. Please take a few minutes to initialize your voice mail. Callers can still leave you a message if you do not initialize your mailbox with a personal greeting. Set up a new password too.
2. **Voicemail Features and User Guides.** See attachment-Quick Reference Flow Chart and Telecom Web page see below.
2. **Knowing you have a voicemail message.** All residence hall lines will roll to the new voicemail system student directory number of 6599 if not answered and callers can route themselves to your mailbox by saying your name. The system allows us to send you an email or a text message to you telling you you have a voice message. We can also send a message to your residence hall phone should you set up a phone. No charges. For any of these options please contact Telecom at 6411.
2. **What jack to plug into.** Where you have multiple jacks in your room you will have one working phone jack and the phone jack is beige. You will have one data jack for each person in the room. The data jacks are gray.
3. **No dial tone.** Most often if you are not in the correct jack, or you have a cordless phone that has to be charged in the phone jack AND in the electrical outlet, at the same time for 36 hours. Try using a corded phone to rule out that the problem is not with the phone.
4. **On campus phone numbers:** To determine your own phone number in your campus room, pick up the phone and from dialtone, dial #\*113 to hear your extension. "388" is the exchange. "518" is the area code.
5. **Free calls.** Campus extension to extension calls are free as are local calls in the local area. If you hear a fast busy on a call, it is probably a chargeable call for which you need to have a long distance code, which you sign up for at Telecom Office. There is no charge for a long distance code. No charges for operator assisted. You cannot accept collect calls billable to your room #.
6. **To reach another student.** Dial extension 6599 (or 388-6599) and speak the last name of the student you wish to reach. If there is a match the system will transfer you to that student's voicemail box so you can leave a message.
7. **To reach a department, faculty or employee.** Dial 0 and follow the prompts to speak the name of the department or the first and last name of the person you wish to reach. If you do not wish to hear the greeting press the # key to skip over it.
8. **Official voicemail.** Union College administration and faculty will use college voicemail to communicate with you. It is your responsibility to set up and regularly check your voicemail. The college is not responsible for you not getting important messages if you do not set up or check your college voicemail.
9. **Communicating your contact information.** If you want your callers who leave you a voicemail to know what phone number to call you on if it is an emergency, you will need to say that information in your voicemail greeting. Telecom does not give out student phone numbers to callers.

Questions: Call telecommunications at extension 6411 or stop by Old Chapel 2<sup>nd</sup> Floor.

[www.union.edu/Telecommunications](http://www.union.edu/Telecommunications)

