
The Telephone

Survival Guide

A straightforward guide to using your

Keene State College telephone

Voice Mail or Phone Problems?

- **If you are a *student* with:**

voice mail or phone troubles

call ext. 8-2532

billing questions and for account balance information:

call PAETEC Campuslink at ext. 8-6700 from an

on-campus phone or 1-800-962-4772

from an off-campus phone

online account information or bill payment:

campulink.paetec.com

- **If you are *faculty or staff* with:**

voice mail or phone troubles

call ext. 8-2532

billing questions and information:

check with your budget manager or call the Helpdesk at 8-2532

Making Calls

To reach Keene Mutual Aid

In an emergency, press 911.

To make a call on campus

Press the five-digit extension number or dial 8-8000 and follow provided instructions. You do not need the "358" exchange.

To reach the Keene State College operator

Press 0.

To make a local call

Press 5 and the seven-digit number.

To reach a long distance operator

Press 500.

To make a long distance call

You need a PBN (Personal Billing Number) (PBN: see below) or a telephone calling card.

1. To make a long distance call with a PBN, press 51, the area code, and the seven-digit number. Wait for the tone then dial your PBN. *Note: When calling within New Hampshire, do not dial the initial 1 or the area code, just 5 and the seven-digit phone number.*
2. To make a long distance call using a calling card, press 50, and the phone number you are calling (no need to dial the area code for New Hampshire calls). At the tone, enter your 14-digit card number. If your call cannot be completed, press 51 and the 800 number on the back of your card and follow the directions provided over the phone.
3. To call collect, press 50, then the number you are calling (no need to dial the area code for New Hampshire calls). Then follow the directions provided over the phone.

To receive a long distance PBN

Student long distance PBNs (Personal Billing Numbers) may be obtained from PAETEC Campuslink – 6700 from on campus; 800-962-4772 from off campus.

Don't have calls billed to your campus phone

We are blocked from accepting collect and third-party calls. If you do accept those calls, you will be charged a \$15 surcharge per call in addition to the charges from the phone company.

If you choose to set up a calling card account with a phone company, be sure to specify that you need a **Direct Billed Account**, in which all charges are billed to your name and address, **not** to your telephone number. Keene State College owns your telephone number and cannot be the responsible billing party. If charges appear on the KSC bill relative to your calling card, you will be billed for the calls and charged an additional \$15 processing fee. The card will also be shut off.

To make an international call

You need a long distance Personal Billing Number (PBN) or a telephone calling card.

1. To make an international call with a PBN, press 5-011, the country code, the city code, and the phone number. Wait for the tone, then dial your PBN.
2. Using a telephone calling card, press 501, the country code, and the number you are calling. At the tone, enter your 14-digit calling card number.
3. To call collect, press 50, the country code, and the number you are calling. Then follow the directions you receive over the phone.

Campus Directory Assistance

To reach faculty, staff, and administrative offices on campus when you don't know the number, dial 8-8000 from on campus or 358-8000 from off campus and follow instructions provided by the voice-operated system. Or you may dial 358-7000 (just 8-7000 on campus) from a Touch-Tone phone for keypad directory dialing.

Using your Voice Mailbox

To log into your voice mailbox

Press 8-7777 (or 358-7777 from off campus) or the "message" button (if you have one), then your extension (voice mailbox) number, the # key, your password number, and the # key. If you have not set your own new password yet, your password is the same as your extension number. You will then hear a description of your menu choices.

To change your password

Log into mailbox, press 84 and follow directions.

To change your greeting

Log into mailbox, press 82, press 1 for your external greeting (for off-campus callers), and follow directions. If you are replacing an old greeting, be sure to delete it first, by pressing 76. The external greeting will act as your internal

greeting (for on-campus callers), unless you wish to record a different one. If you wish to record an internal greeting, Log on, press 82, press 2, and follow directions. For a Temporary greeting, press 82, press 3, and follow directions. A temporary greeting overrides other greetings and is used when you are away for an extended period. It does not erase your external greeting. To remove a Temporary greeting, log on, press 82, press 3 and press 76 to delete.

To leave a message in a voice mailbox (Express Messaging).

Adjunct faculty generally only have a voice mailbox (usually a 4-digit number starting with "4"), i.e. they have no physical phone that is assigned to them. To send them a message press 8-8888 (or 358-8888 off campus) and follow directions. You may also dial the Voice Recognition system at 8-8000 and the system will start the Express Messaging for you.

To listen to a message

Press 2 to listen to a message. You may press 6 to go to the next message or press 4 to go to a previous message.

To delete a message

After listening to (or during) a message, press 76. If you change your mind before you hang up, you can restore the message by pressing 76 again. After five midnights, all voice mail messages you've listened to are automatically deleted.

To get voice mail help

While logged in, press 8 * for mailbox help, 7 * for message help.

To log off voice mail

Press 83.

Other commands include:

- * Help
- # Stop/Pause
- 1 Skip Backward
- 2 Play
- 3 Skip Forward
- 4 Previous Message
- 6 Next Message

Keene State College

229 Main Street
Keene, New Hampshire 03435
www.keene.edu

*All work orders will be processed within
three business days.*

*For up-to-date information and news, check
our home page at www.keene.edu/it/telecom/*

Rates

Rate information is available online by logging into your PAETEC Campuslink account at campuslink.paetec.com or by contacting PAETEC Customer Service. Rates are subject to change at anytime, with or without notification. To ensure you have up-to-date rates, periodically check the website.