

Bethel College and Seminary
Telecommunication

Student Users Manual
2002 – 2003

Office of Telecommunications

651-638-6280

Telecommunications Department

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OFFICE HOURS

HC110

8:00 a.m. - 4:30 p.m.
Monday - Friday

SWITCHBOARD HOURS

RC 404

School Year

7:30 a.m. - 10:00 p.m. 7:30 a.m. - 7:00 p.m.
Monday - Thursday Friday

9:00 a.m. - 7:00 p.m. 3:00 p.m. - 10:00 p.m.
Saturday Sunday

Breaks & Summer

8:00 a.m. - 4:30 p.m.
Monday - Friday

Information Desk

CLC Lobby

8:00 a.m. - 4:30 p.m.
Monday - Friday

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FIRST THINGS FIRST

Please Read!

ON-CAMPUS STUDENTS

Do not set up just any voice mail. Make sure it is your voice mail. (Your P.O. Box number with a 9 or 90 in front of it. Which ever it takes to create a 5-digit number) If it is not your number, you are in a different room than what we have recorded, and we need to get that fixed. There should be a Form in each location for voice mail changes. Please fill it out for the whole apartment/Suite. If you do not have a form, they may be obtained just outside the doors of the Telecommunications Office (HC 110) behind the Post Office. If we do not get these fixed, your voice mail will be wrong, and the switchboard will not have the correct number to share with all of your friends.

OFF-CAMPUS STUDENTS

If you do not let Student Life know your off-campus phone number, it will not show up on the switchboard. Therefore, when fellow students or whomever might call for you, the only number we have available is your home (parent=s) phone number. If that is your wish, that is fine.

Also, be aware that you have a functional voice mail box here on campus that could possibly be used by professors leaving important class information. It can be used from off campus by dialing 651-638-6060 then enter in your voice mail number and pass code. (Your P.O. Box number with a 9 or 90 in front of it. Which ever it takes to create a 5-digit number.) You may also have friends and family leave you message in the same way (they do not need the pass code.)

Bethel Switchboard

The purpose and job of the switchboard is to answer calls coming into Bethel. Our operators also have other duties to perform during the day. We need to use their time wisely.

The switchboard will be happy to assist you in locating your on-campus party until the Roster is available. Once the Roster is available, you will need to look up numbers yourself. If a number is wrong in the Roster or someone has relocated, please call the switchboard and we will give you the new number and location so you can update your roster.

Off-Campus Information is not available from the switchboard. You will need to dial 9-411. This call will require a long-distance code.

Frequently Asked Questions.

Caller ID - *Why can't we get caller ID on campus?≅* It would cost Bethel approximately \$60,000 for the needed equipment. That doesn't include the caller ID boxes. Bethel has chosen not to purchase this equipment at this time.

Long-Distance Rates - *Why can't we get the low rates that are advertised in the media?≅* Bethel utilizes long-distance revenue (paid by students, employees, and departments) along with the \$54 phone service fee (paid by on-campus residence) to support telecommunications here on campus. This includes things such as monthly trunk and line charges, monthly service and long-distance charges, phone equipment, service and repair of equipment, and wages for technicians to maintain this equipment.

Cell Phones - *If I have my own cell phone, why do I need to pay the \$54 phone service fee?≅* All dorm rooms are supplied with telephone/voicemail service. All students are supplied with a voicemail that is attached to their dorm room phone. Professors use their voicemail for class updates using distribution lists, etc. There are also places on campus where cell phones will not function. As a student living on campus, the phone service is required.

DIALING INFORMATION

Remember to Dial 9 for an Outside Line.

It is very important that you try to remember to **dial a 9** before dialing an outside line. If you don't, the person on campus who has the first four digits of the number you dial for an extension number will get your call.

For example: **612-888-2435** Without dialing a 9, extension 6128 on campus would get this call. For those who have extensions with 612? or 635?, it gets to be a lot of hang-up calls.

You need to use ten-digit dialing when dialing anywhere outside of the 651 area code.

Do not use a 1≡ when dialing a 651, 763, or 952 area code. There are some areas within these area codes that are long distance. You will get a recording stating that you need to use a 1≡ to access the number. Then redial using a 1≡.

CAMPUS PHONE NUMBERS

On-campus numbers start with a "**638**" or "**635**" prefix. Please be sure to use and give out the correct prefix when giving out a number. The prefix 635 is used for extensions that begin with an **8xxx**, **1xxx**, OR **2xxx**. You do not have to dial the "prefix" if you are calling on-campus. Just dial the last four digits of the number (if busy, see *camp-on* feature).

LOCAL AREA CALLING

To reach a local metro off-campus number, dial 9 + seven digit phone number for numbers within the (651) area code. *Example: 9 + 631-3030 (Domino's). Again, you must now dial the area code when dialing the local (612) area code.*

LONG-DISTANCE CALLING

A long-distance code is necessary to make direct-dial, long-distance calls.

Direct Dial: Dial 9 + 1 + area code + seven digit number.
Listen for dial tone.
Enter long-distance code.

International: 9+011 + country code + phone number.
Listen for dial tone.
Enter long-distance code.

Note 1: International, country and city codes can be found in the front of the Minneapolis and St. Paul white pages.

Note 2: Dialing a long-distance code too quickly after the long-distance phone number will result in a "fast busy" signal.

800 CALLING

Dial 9 + 1 + 800/866/877/888/950 + seven digit number.

Please note: 800 calls with service charges are NOT permitted from Bethel campus phones.

900/500 CALLING

Calls CANNOT be made to area 900, 976, and 500 from Bethel campus phones. They can only be made from pay phones.

DIRECTORY ASSISTANCE

Dial 9 + 411 When you hear dial tone, immediately enter your long-distance access code. The operator will be able to help you with local and long-distance information. **Please note that there is a charge for every directory assistance call.**

OPERATOR ASSISTANCE (Note: Only non-billable assistance may be obtained. If you need billable information, such as international AInformation, you will need to use a calling card or major credit card.)

If you need the help of an operator to make a call, do the following:

Local: Dial 9 + 0 and (when tone starts) enter long-distance code for an AT&T Operator

Long-Distance

& International: Dial 9 + 0 + 0 and (when tone starts) enter long-distance code *X* Listen to recording and follow prompts. Be prepared to give a calling card number or major credit card

number.

Collect: Dial 9 + 0 + area code + seven digit number.

An AT&T operator comes on and asks for your calling card and 4-digit pin or credit card and exp. date. If you wait without responding, the operator will come on again and ask you to say COLLECT, CALLING CARD, PERSON-TO-PERSON, or OPERATOR. You say which one you would like to use. If you say collect, your party will be dialed. When they answer, the operator will ask you to say your name for the party called so they can decide if they want to accept.

Never give out your Bethel extension for any reason other than for someone to call you. Companies have a way of charging things to your phone number. The charge would appear on Bethel's phone bill. We would have to trace it back to the person who gave out the number. We will charge an additional \$15 to your Bethel account to cover costs of tracing the charge.

Your Bethel phone number is yours to use while you are here. However, the number belongs to Bethel College and Seminary.

LONG-DISTANCE CODES

You may obtain a code by contacting the Telecommunications Department.

RATES

Long-distance rates will be 9.54 per minute within the 48-contiguous states. International rates will depend on destination called. Some countries are very high. You might want to check with Telecommunications to obtain current rate.

LONG-DISTANCE CODE ABUSE

Abuse of a long-distance code refers to intentionally using the wrong code or someone else's code. Students caught abusing a long-distance code will automatically be fined \$100 and could be subject to further disciplinary action.

If you think your code is being abused, report it immediately to the Telecommunications Office.

BILLING

Billing for all calls begins after 15 seconds whether the called party answers or not. This includes dialing, connection, and ringing/busy signal. To play it safe, always hang up after five rings or as soon as you hear a busy signal.

Λ After placing a long-distance call, always hang up for at least 20 seconds to insure disconnection. Otherwise, duplicate calls will be billed. 7

All telephone charges are applied directly to your Bethel student account. Do not send money to Telecommunications. You will receive a call-detail report in your campus PO on or about the tenth of each month, showing a record of all charges. Please take time to look this over. *The deadline for reporting discrepancies is the last day of the current month.*

Any account with a bill greater than \$200 within the month will be reported to the Business Office. You will receive a notification letter requesting payment within ten working days. Please call the Business Office to arrange payment. Non payment could result in the cancellation of your long-distance code. Before your long-distance code is reconnected, the telephone charges must be paid in full.

HARASSING CALLS

We have had an increase in harassing phone calls. Some of these calls are from outside sources, but the majority are from on campus. These calls vary from late-night hang-up calls to sexual harassing calls. We are able to trace on-campus calls if the following procedure is done while you still have the caller on the line.

TRACING HARASSING PHONE CALLS

(Must be done while caller is on the phone)

Press hook-switch down for 2 second & listen for dial tone.

Press * *

Press hook-switch down again for 2 second.

Notify Telecommunications of the time/day the call occurred. We will then notify Student Life of the situation. We cannot tell you who made the call, but we will give the name of the offender to Student Life. Student Life will contact you.

PHONE FEATURES

CALL FORWARD (Remember to cancel when finished.)

To activate:

- Access line & listen for dial tone.
- Dial *13 + on-campus extension (last four digits only).
- Listen for service tone and hang up.

To cancel:

- Access line & listen for dial tone.
- Dial #13.
- Listen for service tone and hang up.

CALL HOLD

To activate:

- Press hook-switch down for 2 second.
- Dial *21.
- Listen for service tone and hang up.

Retrieval from same phone:

- Access line & listen for dial tone.
- Dial *21.

Retrieval from another on-campus phone:

- Access line & listen for dial tone.
- Dial *22 and extension where the call was put on hold.

CALL WAITING

Each residence hall phone is set-up to have call waiting. The call waiting option works as follows:

When receiving a second incoming call, you will hear a two beep tone. Press the hook-switch down for 2 second. You will be connected to the second caller. To return to the first caller, press the hook-switch down for 2 second and *53.

Call waiting interferes with data connectivity. To turn off call waiting on a per-call basis, precede your destination number with *70. This will cancel the call waiting feature for that call only. When you disconnect, the call waiting will be enabled again.

CAMP-ON

If you reach a busy signal on-campus, you may camp-on to that station and you will be called back when it is no longer busy.

To activate:

- Listen for distinctive busy tone.
- Press hook-switch down for 2 second.
- Dial *56 & listen for service tone.
- Hang up and continue to use your extension as needed.
- When your station rings with the camp-on callback ringing pattern, pick up the receiver.

The system will automatically redial the number for you.

To cancel:

- Listen for dial tone.
- Dial #56.
- Listen for service tone and hang up.

LAST NUMBER REDIAL

Access line & listen for dial tone.

Press *9.

The system will automatically redial the number for you.

SPEED CALLING

To place a call using Speed Calling:

Access line & listen for dial tone.

Dial 77 + desired entry code (0-9).

Remain off hook.

The system will automatically dial the number for you.

To program or change a Speed Calling number:

Access line & listen for dial tone.

Dial *77 + an entry code (0-9) + 9 + the number.

Listen for service tone and hang up.

TRANSFER

Press hook-switch down for 2 second.

Dial on-campus extension & hang up.

ANSWERING MACHINES

Each student, living on or off campus, is assigned a private voice mailbox. Therefore, answering machines are not allowed on campus telephones.

VOICE MAIL GENERAL INFORMATION

What is Voice Mail?

Voice mail is a private and confidential campus-wide telephone answering/voice messaging center. It allows 24 hour messaging capabilities with faculty, staff, and other students. If unanswered, your telephone will be answered by the Centigram Voice Mail System. No more telephone tag with voice mail. Every caller gets through and password protection means messages remain private. Messages may be retrieved from any touch-tone phone on or off campus.

What is a Voice Mail Number?

Your voice mail number is your P.O. Box with a 9 or 90 in front of it (which ever it takes to create a 5-digit number.) Professors and college staff mail boxes are usually their extension number. Some who share a phone will have a separate voice mail. You may call the switchboard AO≅ to find the voice mail number.

How do I get Voice Mail?

Every student is assigned a private voice mailbox, whether living on or off campus. Follow the instructions sent through your campus PO to set up your personal voice mailbox. The voice mail system will give you complete instructions every step of the way. If you did not receive voice mail notification, please contact the Telecommunications Office (6280).

How do I Maintain My Voice Mail Box?

The voice mailbox holder is responsible for the "upkeep" of their voice mailbox. Any unanswered calls and/or direct voice mail messages will go to your voice mailbox. Voice mail should be checked on a regular basis. You will not only receive messages from friends and family, but you may also receive messages from your professors and campus offices.

There are two types of student voice mailboxes: If you live on campus, you will have a **Tree-Linked** voice mailbox. If you live off campus, you will have a **Non Phone-Linked** voice mailbox.

Tree-Linked Voice Mailbox: To access this type of voice mailbox, dial 6060 from your residence phone, press the * key twice, as soon as voice mail answers, and enter in your voice mailbox number when prompted to do so. Then press the * key again. Enter your pass code after the prompt.

NOTE: Users *CANNOT* call a Tree-Linked voice mailbox number directly. Instead, they must call your residence phone number. If the phone is not answered, they will follow the voice mail prompts asking them to press 1 for roommate A or 2 for roommate B.

Non Phone-Linked Voice Mailbox: To access this type of voice mailbox, dial 638-6060 from your off-campus residence phone. Enter your voice mailbox number when prompted to do so. Then press the * key and enter your pass code after the prompt.

NOTE: People can reach your voice mailbox directly by calling 638-6060 and entering your voice mailbox number.

When you access your voice mailbox for the first time, a voice tutorial will be waiting in your voice mailbox to help you set it up. When it asks to record your name, just say your name.

How long are VM messages kept?

Voice mail messages that *you play and keep last **seven** days* before they are automatically deleted. *Unplayed messages will be deleted after **fourteen** days*, even though you have never played the message.

How many rings before a call goes to VM?

When a person calls an unanswered extension, they will hear six rings before voice mail answers. The phone being called will only ring four times.

VOICE MAIL ACCESS

ON-CAMPUS

Dial 6060.

If voice mail answers with:

- a. Local greeting, press * twice.
- b. "Welcome to the message center", don't press *.

Enter voice mailbox number.

Press *.

Enter pass code.

After your voice mailbox is set-up

Dial 6060 from YOUR campus phone.

Press the number that corresponds to your name.

Enter pass code.

OFF-CAMPUS

Dial 638-6060.

Wait for voice mail to answer.

Enter voice mailbox number.

Press *.

Enter pass code.

VOICE MAIL FEATURES

PLAY A MESSAGE

Voice mail will play a message along with the date and time it was received. A stutter dial tone (on-campus residence only) indicates voice mail messages have been received.

Access voice mailbox.
Press **P** (Play).
Listen to message.

After listening to the message, you can:

Press **K** (Keep message).
Press **D** (Discard message).
Press ***** (retrieve discarded message).
Press **A** (Answer the sender).
Press **G** (Give message to another mailbox).

At any time during message playback:

Press **1** to pause for 30 seconds (press ***** to resume).
Press ***** to move back 5 seconds.
Press **#** to move forward 5 seconds.
Press **T** to move to the **T**op of your next message.
(T leaves message status unplayed).

CAMPUS-WIDE MESSAGE OF THE DAY

If there is a message of the day, it will play automatically when you first log in. It will be played twice. You can bypass the second one by pressing **#**. This is usually only used in case of emergency.

MAKE A MESSAGE

Voice mail allows you to make (record) a message and send it to one or more voice mailboxes.

Access voice mailbox.
Press **M** (Make a message).
Enter voice mailbox number(s) where message is to be sent.
Press **#**.
Record message.
Press **#** to end recording of message.
Press **X** to send message OR

After recording your message you may press **M** for **Message Addressing Options**:

C - Confidential (Recipient can answer message, but not give it to anyone).
R - **Receipt** (Voice mail will tell you when recipient has played the message).
U - **Urgent** (Message is marked urgent for the recipient and will be played before other messages).
F - **Future Delivery** (Message will be delivered in the future at a time specified by you).
Press **X** to eXit message addressing options.
Press **X** to send your message with the option.

Distribution Lists - If you have a group of people that you need to continue to leave the same message for, contact the Telecommunications Office for the ability to create distribution lists.

GREETING

Voice mail allows you to change a personal greeting that callers will hear when they call.

Access voice mailbox.
Press **U** (User options).
Press **G** (Greeting) and follow the prompts.

RECORDING YOUR NAME

This option allows you to change your name. Voice mail will then use the name you record to inform recipients that a message is from you. It will also state your name to other users addressing messages to you from their voice mailbox.

Access voice mailbox.
Press **U** (User options).
Press **N** (Name).
Record name.

CHANGING A PASS CODE

Voice mail allows you to create a four to seven digit pass code.

Access voice mailbox.
Press **U** (User options).
Press **P** (Pass code).
Enter new pass code.

VOICE MAIL ETIQUETTE

Voice Mail Greeting

Record your name clearly so callers can understand who they're leaving a voice mail message for. Try to make your greeting short.

ΛLeaving Voice Mail Messages for Professors7

Always access your voice mailbox first and press **AM≅** to make a message. Enter in the professor=s voice mail number. Record your message and press the **AX≅** key to send the message. This procedure will allow people to respond to your message by pressing **AA≅** to answer back. This saves them time by not having to look up your voice mailbox number. If you want to stay on your professors= good side, always use this method.

NOTE: Before you decide not to set up your voice mail, please check with all of your professors to see which ones will be using the voice mail system for communication. This includes off-campus students who tend to forget or don't realize they have voice mail.

SERVICES

COURTESY PHONES

Courtesy phones are available throughout the campus. They will accept long-distance codes for directory assistance or long-distance calls .

PAYPHONES

Bethel has 6 payphones on campus. They are located in PE 3rd floor, CLC 1st floor, and Seminary Student Center. Problems with pay phones should be reported to Telecommunications (6280).

FAX SERVICE

Students may use the campus fax machine located in the Copy Center. The fax service must be paid for at the time it is sent. When placing long-distance faxes, students with long-distance codes use the same long-distance code as they would to place long-distance calls. Incoming faxes should be sent to (612) 638-6001, and picked up at the campus Post Office.

DATA CONNECTIVITY

Bethel's phone system was not intended for use with Internet dial-up connections, as it is not designated to handle the call volume these connections demand. As a result, all Internet connections in Bethel College housing must be made using the Residential Computing (ResNet) program's network connections.

For more information on ResNet program and how to get connected, students are welcome come to Academic Computer Lab (CC120) or check online at <http://helpdesk.its.bethel.edu/resnet/> .

TDD PHONES (Telecommunications Device for the Deaf)

There are TDD phones available for student use. Please contact the Telecommunications Office for more information (6280).

TELEPHONE MAINTENANCE

Students may not alter or deface phones (including attaching stickers) or rewire phone jacks and equipment. All wiring must be requested through a service order request with the Telecommunications Office. Failure to comply will result in a \$30 fine on each occurrence plus any charge for repairs. The only exceptions are commercially manufactured plug-in adapters.

Good luck in the upcoming year. If there is anything you need from Telecommunication, don't be afraid to ask. We are more than happy to help.

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