

# Phone Instructions & Information

- The exchange for our system is (718) 997-XXXX (XXXX is the 4-digit extension).
- Long-distance calls must be placed through the Queens College operators by dialing “0”, or “2700”.
- If you have problems with your telephone, call our Help Line. Just dial 5040. We may not be able to repair the problem immediately, but all reported troubles would be logged and eventually corrected.
- For any telephone changes, moves, or additions, please send a formal request on department stationery with the chair or director’s approval to Telephone Services.
- Telephone Services has instruction sheets available for phones (Call Ext. #5686).

## Dialing

- To call the QC operators: Dial “0” or “2700”.
- To make an Internal Call: Dial the 4-digit number listed in this directory.
- For all calls to 718, 212, 516, 631, & 914: Dial 9+1+ area code + phone number.
- To make a Long Distance Call: Dial “0” or “2700” for the QC operator.

## Instructions for Often-Used System Features

### • Call Transfer/Conference

**Single-Line Set:** Press the switch hook or Flash or Recall ® button. This puts the call on hold. Dial the desired number, announce

the call, then: To Transfer – hang up. To Conference – press the switch hook or Flash or “R” button again and all parties are connected.

**Multi-Line Set:** Transfer: To send an existing call to another extension – Press Transfer. (Existing call is put on Hold) Dial the extension that call is to be transferred to, announce the call, press Transfer again, and call is sent to dial extension. If dialed number is busy, press extension to return to held call.

- **Call forward-Follow Me:** This feature allows you to temporarily direct all calls on your phone to another phone.

**Single-Line Set:** On your set, dial \*2, listen for a confirmation tone, and then dial the extension where call is to be directed. To cancel, dial #2, then listen for the confirmation tone.

**Multi-Line Set:** Lift the handset, touch the call-forward button, dial the extension to be forwarded to, listen for a confirmation tone, and a green light will appear on the call-forward button. To cancel, lift the handset, touch the call-forward button, and the green light will go off.

- **Call Coverage:** If no one answers your phone or if all lines are busy, the call will automatically hop or default to a previously designated phone. (The “default” setting for each extension was selected when the system was installed and is initiated by the system software.) Call Telephone Services (5686) if there are any problems.

- **Call Waiting:** To pick up the second call after receiving a call waiting tone, flash the switch hook, press the “#” button and dial 9. To return to the previous call, flash the witch hook again, press the “#” button and dial 9.

- **Last Number Dialed:** This feature automatically redials the last number dialed, whether four digits or more.

**Single-Line Set:** Lift the handset, and then dial 190.

**Multi-Line Set:** Lift the handset, then touch the last-number-dialed button.

- **Call Pickup:** This feature lets you answer a ringing phone in your office or department from your phone without going to the ringing phone.

**Single-Line Set:** Lift the hand-set, then dial #4.

**Multi-Line Set:** Lift the handset, then touch the call-pickup button.

### **Instructions For Octel Voice Mail System**

- **To Initialize your Voice Mail:**

1. Call the system by dialing 6900 from your telephone.
2. Enter your initial password (147258) and then change it to your permanent password (minimum 5 digits).
3. Choose either a personal greeting (played to anyone calling or being transferred to your mailbox) or a standard greeting, which will tell callers you are unavailable.
4. Follow system prompts to the end.

- **To Change Voice Mail Greetings:**

1. Get into your Voice Mail.
2. At the Main Menu, dial #4 for Personal Options.
3. Follow the system prompts to the end; then start to record.
4. Press # key after your recording; then follow the instructions and press # key again.

- **Retrieving Messages From Your Voice Mail:**

#### **A. From Your Office Phone**

1. Enter the Octel System by dialing **6900** from your office telephone.
2. Enter your password.
3. Follow prompts.

#### **B. From Off-Campus**

1. Call the Octel System phone number **(718) 997-5696**.
2. Indicate you are a subscriber by pressing the pound key (#).
3. Enter your mailbox number (your 4-digit extension).
4. Enter your password.
5. Follow prompts.