

# Student Telephone Service

Using the Ithaca College Student Telephone Service

## Overview

Ithaca College will provide at least one telephone number (extension) in every on-campus residence hall room as requested. Once on campus, students can request this service by calling the ITS Helpdesk, 607-274-3282. The college provides on campus, 911 and Verizon local telephone service (the ability to call off-campus and to be called from off-campus). The telephone number will be (607)375-XXXX (or (607)275-XXXX if you live in the College Circle Apartments) and is provided to you by ITS once the telephone jack has been activated. Voice mail is an additional feature that may be requested and is provided free of charge.

Students are responsible for providing their own touch-tone telephones and plugging them into labeled outlets in each room. The on-campus extension is the last five digits of the telephone number. Any on-campus number can be reached by dialing the 5-digit extension.

## User Instructions

### Dialing Instructions:

- On Campus Calls: Dial 5-Digit extension number
- Campus Emergency: Dial 911
- Local Calls: Dial 9 + phone number
- Long Distance Calls: Must use a calling card
- Calling Cards: 9 + 0 + area code + phone number (hear chime) + calling card number
- Toll-Free Calls: Dial 9 + 1 + 8XX + phone number

### Telephone Service Instructions:

Call Hold allows students to place a caller on hold so they can talk to someone else and not be heard, make a second call on the same line or leave the phone for any reason.

1. Depress the switch hook (the part of the phone that causes the handset to disconnect when you hang up) or press the "flash" button.
2. Listen for a new dial tone.
3. Dial \*9.
4. To return to held call, hang up momentarily or depress the switch hook (press "flash").

Last Number Redial allows students to redial the last number entered without entering all the digits again. To redial, dial #7 when the phone is picked up.

Call Forward routes all calls to another extension, regardless of busy or idle status.

1. Lift handset and wait for dial tone.
2. Dial \*2 and hear special dial tone.
3. Dial the extension to which calls should be forwarded. Wait for a service set tone.
4. To cancel the call forward, dial #2 and wait for a special set tone.

Call Waiting allows students to receive a second call while the phone is in use. A slight interruption of the call and a tone will play when a second call is received. Momentarily depress the switch hook (or press "flash") and the phone will connect to the second call. Students can switch back and forth between the two calls by momentarily depressing the switch hook.

To temporarily terminate call waiting for a single call, dial #5 when you hear a dial tone, then dial the desired number.

## Quick Guide

# Service Issues and Troubleshooting

If having a problem with phone service:

- Check the number being dialed.
- Make sure a touch-tone phone is used.
- If a recording plays, listen to it for identifying information about the issue.
- Check the telephone cord for fraying which may cause static.
- Try the call from another room. If successful, the problem may be the telephone.
- Check to see if the cord from the telephone to the wall and from the telephone to the handset is in good shape and securely in place.
- Borrow another telephone and line cord, hook it to the wall jack, and try to make a call. If it works, the problem is probably with the telephone and not with the wire or line..

Please call the ITS Helpdesk at (607) 274-3282 (4-3282) to request phone service and if:

- There is no dial tone for the telephone outlet in a room.
- People cannot call a specific number from off-campus.
- To move a telephone number within an apartment.

## For More Information

A variety of support services are available from ITS if you would like additional help:

Computer training on a variety of topics is available to faculty, staff, and students at no charge through the Technology Learning Center (TLC). Check out the current TLC training schedule online at <https://www.ithaca.edu/its/workshops>

Online documentation and tutorials on IC-supported computing software and systems are available at <https://www.ithaca.edu/its/traindoc>

Frontline computing support is available through the ITS Helpdesk in 104 Job Hall; send e-mail to [helpdesk@ithaca.edu](mailto:helpdesk@ithaca.edu) or call 607-274-1000.

Backline consulting support is available in the Technology Learning Center, room 101 Friends Hall.

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