

[HTTP://WWW.UMASS.EDU/IT/SERVICES](http://www.umass.edu/it/services)

*Network Communications
Representative (NetCom Rep)
Handbook*

Revised August 2, 2019

UMassAmherst | Information Technology

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Network Communications

Network Communications is a department within UMass Amherst Information Technology, which provides voice and network communications service to UMass Amherst faculty, staff, and students. Network Communications is further broken down into the following service areas: Cable Engineering Services, Customer Service, Systems Office, Residential Services, Technical Services, University Telephone Operators, Voice Application Services, Network Engineering and Network Operations.

As a Network Communications Representative (NetCom Rep) for your department, your contact with Network Communications will primarily be with Customer Service, the Systems Office, and Voice Application Services. These three areas have been described in detail in this handbook for your convenience.

Additional information forms and policies can be found online:

Main Network Communications Page

<http://www.umass.edu/it/telecom>

Forms:

<http://www.umass.edu/it/telecom/telephones/telecommunications-forms/telecommunications-forms>

Policies:

<http://www.umass.edu/it/policies>

Feedback

Customer Satisfaction Survey

Network Communications strives to serve the UMass community better. Please let us know how we are doing by completing our online Network Communications Survey at:

<http://www.umass.edu/it/sites/it/files/2015/12/08/Satisfaction%20Survey.pdf>

Handbook Suggestions

Comments and suggestions pertaining to this handbook are always welcome. Please direct your correspondence to:

Customer Service

Email: phoneser@umass.edu

Customer Service

The Customer Service department is the primary contact point for initiating Moves, Adds, and Changes and for people inquiring about a wide variety of network communications services. Our customers consist of members of the University community as well as people needing to communicate with faculty, staff or students on campus.

Customer Service is the agency to call when you need network communications assistance, whether it is reporting trouble with a telephone or data device, local, long distance and international calling problems or advice on how to make your network communications more effective.

The campus telephone operators are an extension of Customer Service. They are in most cases the first point of contact people have with the University and serve a vital function. Customer Service provides a personal response to all inquires and treat every contact as a customer. All inquiries and complaints are addressed quickly and with courtesy. We strive to resolve all reported troubles within 24 hours.

We also promote new products and applications to contribute to the growth of network communications technology for the benefit of the University.

Contact Information

Main Number & Trouble Ticket Reporting: 545-2171

Fax Number: 545-4656

Customer Service E-mail: phoneser@umass.edu

Kathy Maloney

Customer Service Manager

545-3092

Mary Malinowski

Customer Service Representative

545-3090

Shelby Sherman

Department Assistant

545-3098

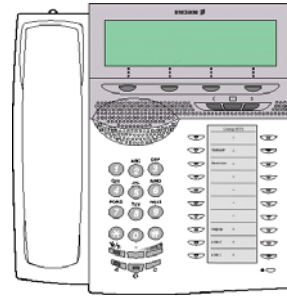
Christine Voytko

Customer Service Representative

545-3093

Telephone Models

The AASTRA Model 4225 (AVAILABLE FOR NEW INSTALLS)

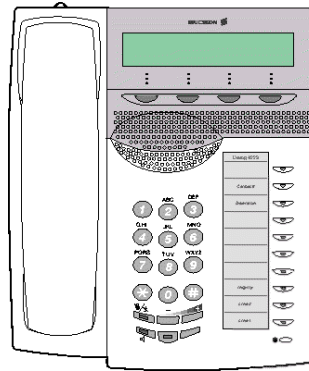


Aastra's flagship digital phone comes with a 5 line LCD display and speakerphone capabilities.

Standard features include:

- 12 standard dialing keys
- Line access
- Inquiry key
- 16 Programmable keys
- 23 LEDs
- 4 Soft keys
- 3 Navigation keys
- Headset key
- Tiltable Display
- Full duplex hands free speaking (AEC)
- Call list
- Phone Book
- Absence menu support
- Time and date
- Display menu (GUI)
- Option Unit Connection
- Connection for extra key panel
- Message-Waiting indicator
- Hands-free Speaking
- Loudspeaker
- Mute function
- Monitoring
- Volume Control
- Programmable Ringer volume
- Tone
- Transfer key
- Hearing aid equipment support
- Adjustable foot console
- Acoustic choke protection
- Wall mountable
- Clear function

The AASTRA Model 4223 (AVAILABLE FOR NEW INSTALLS)

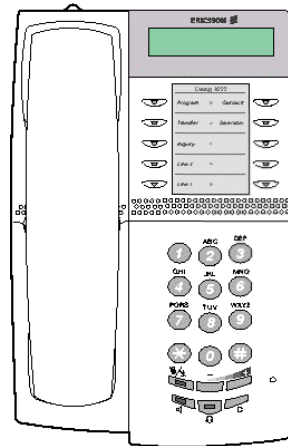


This is Aastra's new professional multi-line digital telephone. It has a clear 3x40 LCD display and speakerphone.

Standard features include:

- 12 standard dialing keys
- Line access
- Inquiry key
- 6 Programmable Keys
- 13 LEDs
- 4 Soft keys
- Headset key
- Graphical Display
- Option Unit Connection
- Connection for extra key panel
- Message-Waiting indicator
- Hands-free Speaking
- Loudspeaker
- Mute function
- Volume Control
- Programmable Ringer volume
- Tone
- Transfer key
- Clear function
- Conference calling

The AASTRA Model 4222 (AVAILABLE FOR NEW INSTALLS)

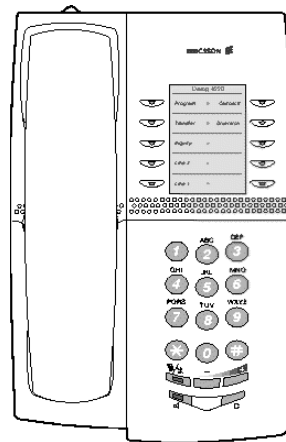


This new stylish Aastra digital phone is perfect for your office needs. All keys are clearly marked and ergonomically designed for the user.

Standard features include:

- 12 standard dialing keys
- Line access
- Inquiry key
- 2 Programmable keys
- 13 LEDs
- Headset key
- Graphical Display
- Option Unit Connection
- Message-Waiting indicator
- Hands-free Speaking
- Loudspeaker
- Mute function
- Volume Control
- Programmable Ringer volume
- Tone
- Transfer key
- Clear function
- Conference calling

The AASTRA Model 4220 (AVAILABLE FOR NEW INSTALLS)

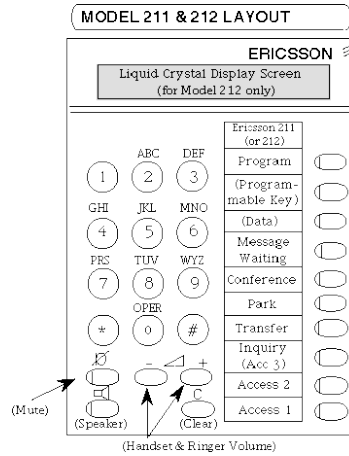
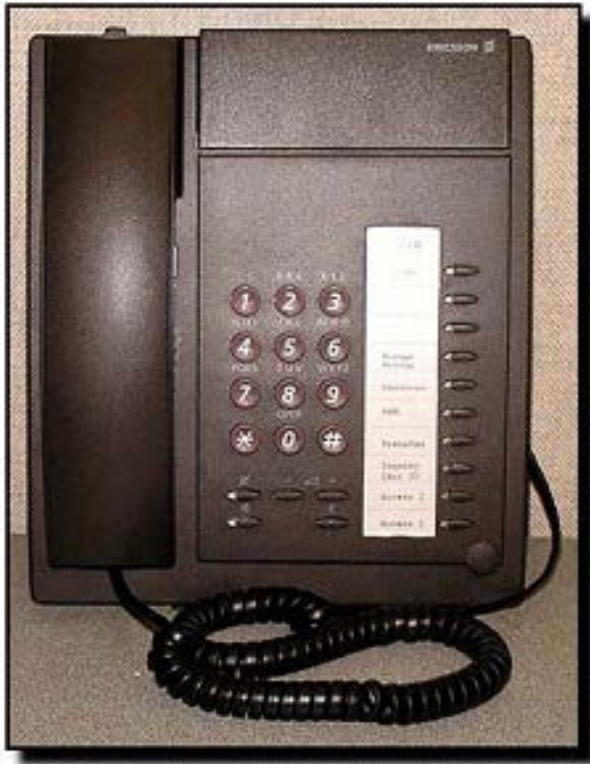


The Aastra 4220 is identical to the Aastra 4222 but without the LCD screen or speakerphone function.

Standard features include:

- 12 standard dialing keys
- Line access
- Inquiry key
- 2 Programmable keys
- 12 LEDs
- Message-Waiting indicator
- Mute function
- Volume Control
- Programmable Ringer volume
- Tone
- Transfer key
- Clear function

The Ericsson Model 211



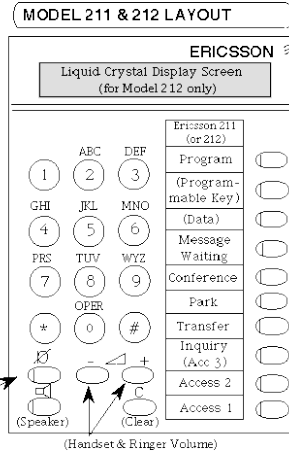
NOTE: THIS PHONE HAS BEEN REPLACED BY MODEL 4220 AND IS NOT AVAILABLE NEW

The 211 is a multi-line digital telephone set without an LCD screen. This model is a speakerphone.

Standard features include:

- 3 access buttons
- 12 standard dialing keys
- Built-in wall mounting capability
- Clear button
- Conference button
- Call Park/Common Hold button
- Data capability
- Message waiting button
- Mute button
- Program button
- Speaker button
- 2 programmable buttons
- Transfer button
- Red indicator lights
- Volume control

The Ericsson Model 212



NOTE: THIS PHONE HAS BEEN REPLACED BY MODEL 4222 AND IS NOT AVAILABLE NEW

The 212 is a multi-line digital telephone set with an LCD screen. This model is a speakerphone.

Standard features include:

- 3 access buttons
- 12 standard dialing keys
- Clear button
- Call Park/Common Hold button
- Conference button
- Data capability
- Message waiting button
- Mute button
- Program button
- 2 programmable buttons
- Speaker button
- Transfer button
- 2-line LCD screen (tilts)
- Red indicator lights
- Volume control

The Ericsson Model 213, (plus 213A, 213B)

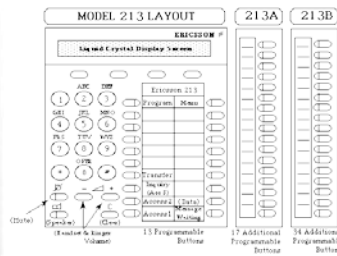
Model 213



Model 213A



Model 213B



NOTE: THIS PHONE HAS BEEN REPLACED BY MODEL 4223 AND IS NOT AVAILABLE NEW

The 213 is a multi-line digital telephone set with an LCD screen. This model is a speakerphone and has 13 programmable buttons. The A and B versions of this phone have 17 and 34 additional programmable buttons.

Standard features include:

- 3 access buttons
- 12 standard dialing keys
- Clear button
- Call Park/Common Hold button
- Conference button
- Data capability
- Message waiting button
- Mute button
- Program button
- 13 programmable buttons
- F1, F2, F3 and F4 buttons
Or softkeys
- Menu button
- Speaker button
- 3-line LCD screen (tilts)
- Transfer button
- Red indicator lights
- Volume control

Using Telephone Features

Accept 2nd Call (optional)

This feature allows you to receive a 2nd call while on the telephone with another call. Unlike Call Waiting, Accept 2nd Call is turned on and off by the touch of a button on your telephone. The first call will ring on Access 1; the second call will ring on Access 2.

To Activate and Deactivate: Press the button labeled Accept 2nd Call once to turn it on (you may leave it on) and again to turn it off.

If you have a problem receiving a 2nd call, check to see if Accept 2nd Call has accidentally been turned off. Call Network Communications Customer Service if the problem isn't cleared at 545-2171 (dial 5-2171 from on-campus).

Diversions: If a busy and no answer diversion is programmed on your telephone it will apply to both Access 1 and Access 2.

If you're unable to answer the 2nd call, it will ring quietly 2 times, continue to flash 2 times and then divert. A third call will busy divert.

Answering Calls: When Access 1 rings, lift handset to answer. When a call rings on Access 2, press Access 2 (this places the first call on hold). To return to the first call, press Access 1 (this places Access 2 on hold). To hang-up Access 2 before returning to Access 1, press Clear or C and then Access 1.

Placing Calls: Outgoing calls should be placed on Access 1.

Automatic Callback (on-campus calls)

When an ON-CAMPUS number is busy, initiating this feature makes your phone ring when the called party becomes available. The number is redialed when you answer the special ring.

NOTE: The special ring is 8 fast rings. Callback is automatically canceled after 20 minutes. You must hear a busy signal to activate callback.

To Activate: Press 6 when you hear the busy signal.

To Answer a Callback: Lift the handset before the special ringing on your phone stops.

To Cancel a Callback: Press # 6 #.

Call Diversion (optional)

A Call Diversion re-routes incoming calls to an alternate phone number or to Voicemail. The diversion must be programmed by Network Communications and will only be changed by a written request. Call Customer Service at 545-2171 (5-2171 on-campus) for further details.

When the diversion is programmed, there are 5 possible ways to use it:

1. No Answer
2. Busy
3. No Answer & Busy
4. All Calls
5. No Diversion

1. **No Answer:** If your phone is not answered in 4 rings, it will be diverted to an alternate phone number or to Voicemail. With a No Answer diversion, your phone will continue to ring at the same time it is ringing at the alternate phone until it is answered at either location. If the call diverts to Voicemail then your phone will stop ringing after the 4th ring because the Voicemail system has "answered" the call.

To Activate: Lift handset, press * 2 1 #, listen for interrupted dial tone and place handset down.

To Cancel: Lift handset, press # 2 1 #, listen for normal dial tone and place handset down.

2. **Busy:** If your phone is busy, other incoming calls will be diverted to the alternate phone number or to Voicemail unless you have Call Waiting or Accept 2nd Call.

To Activate: Lift handset, press * 2 2 #, listen for interrupted dial tone and place handset down.

To Cancel: Lift handset, press # 2 2 #, listen for normal dial tone and place handset down.

3. **No Answer & Busy:** These two diversions can be used together, the calls will divert if your phone is unanswered or busy.

To Activate: Lift handset, press * 2 1 #, listen for interrupted dial tone, press Clear, press * 2 2 #, listen for interrupted dial tone and place handset down.

To Cancel: Lift handset, press # 2 1 #, listen for normal dial tone, press Clear, press # 2 2 #, listen for normal dial tone and place handset down.

4. **All Calls:** It is possible to divert all your calls immediately to the alternate phone number or to Voicemail. Your phone will not ring.

To Activate: Lift handset, press * 2 #, listen for interrupted dial tone and place handset down.

To Cancel: Lift handset, press # 2 #, listen for normal dial tone and place handset down.

5. **No Diversion:** You may also choose to stop your phone from diverting altogether by canceling the No Answer and Busy diversions. Follow the above To Cancel instructions for both types of diversions.

Call Park

This feature allows you to place a call on hold so it may be retrieved from any other phone. This feature will not work if the phone placing the call on Park has a busy diversion (you must hear a busy signal to retrieve the call).

To Activate: With a call on the line, press the PARK button and place the handset down.

To Retrieve the Call from Another Phone: Dial the number (last 5 digits) where the call was placed on Park, listen for the busy tone then press 8.

To Retrieve the Call from the Same Phone: Press the Access button holding the call. The light will be flashing.

Call Waiting

This feature allows you to receive a second call on your phone. Call Waiting only works with Off-Campus calls. The second call will ring twice on Access 2, then the light continues to flash in silence. A better alternative to Call Waiting is Accept 2nd Call.

To Answer the Second Call: Press Access 2, this will automatically place your first call on hold.

If you are unable to answer the second call and you have a diversion programmed on your phone, the second call will divert after 4 rings.

To Return to the First Call: Press Access 1, this will automatically place the call on Access 2 on hold, or press Clear or C to hang-up the call on Access 2, then press Access 1 to retrieve the first call.

Conference

This feature allows you to add up to 7 additional people to a phone call (three of which may be off-campus). The visual display (if applicable) will read "CONF LEADER." Please note, if you have a phone which doesn't have a button marked "Conference," watch the visual display. When your phone has two calls, the word "CONF" will appear on the bottom line of the display. Press the button that is under the word "CONF" when it is time to initiate a conference.

To Initiate:

1. Press Access 1.
2. Dial the first person.
3. Press Access 2 (automatically places Access 1 on hold).
4. Dial the second person.
5. After the second person answers, press CONFERENCE. All 3 people will hear a loud conference tone. Both calls are now on Access 2.
6. To add additional parties, press Access 1 (automatically places Access 2 on hold) and repeat.

Note: If the called party is busy or does not answer, disconnect by pressing the Clear key. Return to the conference by pressing the access key holding the conference call.

Note: if any of the conference members were called long distance using your authorization code, be sure to confirm the exit (i.e. hang-up tone) of these parties from the conference before you hang up. Otherwise, the remaining parties will be able to continue talking, and you will be billed for long distance charges.

Directed Call Pickup

This feature allows you to answer another person's telephone without leaving your desk, providing you know their telephone number. (Note: Directed Call Pick-Up will not work if the ringing phone has a busy diversion. You must hear a busy signal to retrieve the call).

To Use: Dial the phone number of the ringing phone, listen for the busy tone, and then press 8.

External Call Forwarding

This feature allows you to temporarily forward all incoming calls to a local, off-campus number.

To Activate: Lift handset, press * 2 3 #, 9, local number, #.

To Cancel: Lift handset, press # 2 3 #, listen for normal dial tone, place handset down.

Follow-Me

A Follow-Me allows you to select a temporary alternate phone on campus or Voicemail (5-1000) to receive your forwarded calls. If a diversion is programmed on your phone, the follow-me will override the diversion and send your calls immediately to the alternate number. When the follow-me is removed, the diversion is automatically active again.

To Activate: Lift handset, press * 2 *, alternate phone number, #, listen for pulsating dial tone, place handset down.

To Cancel: Lift handset, press # 2 #, listen for normal dial tone, place handset down.

Hold

This feature allows you to keep a call on the line to quickly retrieve information or to transfer the call.

To Activate: Press the Access button which has the call, or press an unused Access button which will automatically place the first call on Hold.

To Retrieve: Press the Access button which has the call on Hold a second time to take the call off Hold.

To Alternate Between 2 Calls: Press the Access button for the call you want to return to, automatically placing the other call on Hold. If you need to hang-up a call before returning to a second call, press Clear or C before returning to the remaining call.

Individual Abbreviated Dial

This feature allows you to program up to ten frequently dialed telephone numbers in the number keys 0 thru 9 to act as a speed dial (maximum 20 digits). Individual Abbreviated Dial (IAD) is a standard feature on all Aastra telephones.

To Program: Lift handset, press * 5 1 *, the abbreviated number (0-9), *, enter the actual telephone number (include 9 if off-campus), #. Listen for confirmation tone (beep beep beep) then hang-up.

To Change a Programmed Number: Use the same instructions as above.

To Cancel a Single Number: Lift handset, press # 5 1 *, the abbreviated number (0-9), #. Listen for confirmation tone then hang-up.

To Cancel All Abbreviated Numbers: Lift handset, press # 5 1 #.

To Use a Programmed Number: Lift handset, press * *, the abbreviated number (0-9). The telephone number you have programmed will be dialed.

Last Number Redial (off-campus calls)

This feature allows you to redial the last off-campus number dialed.

To Activate: Lift handset, press * * *. The last off-campus number you called will be automatically redialed.

To Cancel: Place handset down.

Pickup Group

For an additional fee, a Pick-Up Group allows a pre-designated group of phones to answer each others calls.

To Answer a Call in a Pick-Up Group: Lift handset, press 4 (the call is now on your phone).

Ring Options

You can program your telephone to ring in several different ways. For example, no ring, a normal ring, or delayed ring. Note that this feature is different than changing the pitch of the ring (see Ring Pitch Adjustment).

To Change the telephone ring options:

1. Press the Prog (or Program) button so that the light is on.
2. Press the access 1 button, or the line to be programmed or changed (the light should be on).
3. Enter one digit (0-4) for the desired ring option.

0 = No Ring (flashes only)

1 = Normal Ring (rings continuously

unless you have a diversion; e.g., Voicemail)

2 = Rings after delay (after 2 rings)

3 = Two rings (continues to flash afterward)

4 = Two rings after delay (2 ring delay, rings, and then continues to flash

4. Press the access 1 button, or the line you were programming (the light should be turned off).
5. Press the Prog (or Program) button so that the light turns off.

Ring Pitch Adjustment

You can change the pitch (sound) of your telephone ring tone. For example, a higher pitch or lower pitch. Note that this feature is different than changing the type of ring (see Ring Options).

To Change the telephone pitch:

1. Press the Prog (or Program) button so that the light is on.
(NOTE: For models 4223 & 4225, program is available from the display screen. On 4223 phone, press MORE until PROGRAM appears. On 4225 phone, use arrow keys to move cursor to PROGRAM, select PROGRAM and EXIT when work is complete.)
2. Enter one digit (0-9) for the desired ring pitch (a different pitch is attached to each key; the last key pressed will be programmed).

0 = Digital Ring (normal pitch)	5 = Digital Ring (higher pitch)
1 = Classic Ring (lower pitch)	6 = Melodic Ring (lower pitch)
2 = Classic Ring (normal pitch)	7 = Melodic Ring (higher pitch)
3 = Classic Ring (higher pitch)	8 = Reverse Melodic Ring (lower pitch)
4 = Digital Ring (lower pitch)	9 = Reverse Melodic Ring (higher pitch)
3. Press the Prog (or Program) button so that the light turns off.

Speed Dial (programmable buttons)

This feature allows one-touch access to a programmed telephone number, on or off-campus. The telephone number being programmed may be a maximum of 20 digits. We refer to the Speed Dial Button as a "Programmable Button." These buttons are located in columns next to your phone's number pad. It is not advisable to program an authorization code for long distance calling as a speed dial number. If this is done, anyone can place long distance calls from the telephone without authorization and the calls will be billed to that extension.

To Program:

1. With handset down, Press Program (light comes on).
(NOTE: For models 4223 & 4225, program is available from the display screen. On 4223 phone, press MORE until PROGRAM appears. On 4225 phone, use arrow keys to move cursor to PROGRAM, select PROGRAM and EXIT when work is complete.)
2. Press the button that you want to program.
3. Enter the telephone number (if you make a mistake, press Clear or C and enter the number again).
 - If you are programming an on-campus number, enter the last 5 digits of the telephone number.
 - For a local off-campus number, enter 9 and the local 7 digit number.
 - For a long-distance number, enter 9, 1, area code and 7 digit number.
4. Press the button you just programmed.
5. Press Program again (this takes the phone out of program mode, light goes out).

To Change or Delete a Programmed Number:

1. Follow the above instructions.
2. Enter a new number and it will automatically erase the old number, or Press Clear or C to delete a number.

To Use a Programmed Speed Dial:

1. Lift handset.
2. Press the Programmable button, which you programmed the number on (this action will dial the number for you).
 - If the number you programmed is a long distance number, you must enter * 6 *, auth code, #, before pressing the Speed Dial button.

Transfer Button

The transfer button is a standard feature on all the telephones, which allows a call to be moved from one phone to another. Calls may be transferred before or after the party answers.

To Transfer a Call:

1. With a call on the line, Press an unlit Access button (places the first call on hold)
2. Dial the phone number to be transferred to.
3. Announce the call if desired
4. Press "Transfer" any time after the first ring

Note: if the second party does not answer, disconnect by pressing the Clear key. Return to the first party by pressing the access key holding that call.

Dialing Instructions

Calls can be placed on Access 1, Access 2, or Access 3. If a specific access key is not chosen, the call will automatically be placed from Access 1 when the handset is lifted. If the phone is idle, typically, outgoing calls should be placed on Access 1. To place calls on other lines, lift the handset, press the desired line key and dial.

Type of Call	Dialing Instructions <i>(when Long Distance Authorization Code is required)</i>
EMERGENCY	911
On-Campus	<u>Administration</u> : Dial the last five digits of the on-campus phone number (ex. 5-XXXX, 7-XXXX or 6-XXXX). <u>Residential</u> : Dial the five-digit extension number (ex. 6-XXXX) <u>From Campus Center</u> : Dial 82, wait for dial tone, dial the five-digit extension number (ex. 5-XXXX or 6-XXXX)
Local Off-Campus	Dial 9 and the local off-campus number (you will not hear a second dial tone after entering the 9).
Long Distance	Dial 9, 1, area code, and phone number.
Toll-Free # (800, 877, etc.)	Dial 9, 1, and the 800 number.
UMass Worcester	Dial * 6 *, Authorization Code, #, 83, and the last five digits of the phone number.
International	Dial * 6 *, Authorization Code, #, 9, 011, Country Code, City Code, and the phone number.
Collect	Dial * 6 *, Authorization Code, #, 9, 0, area code, and the phone number.
Calling Card	Dial 9 and the phone number provided by the Calling Card Carrier (either dial the phone number you are trying to reach and the Credit Card number after the tone or dial 0 for an operator.)
Campus Operator	<u>On campus</u> : Dial 0 <u>From Off-Campus</u> : (413) 545-0111
Outside Operator	Dial 9 and 0.
Local Area Information	Dial 9, 411.
Long Distance Information	Dial 9, 1, Area Code, 555-1212.
Internat'l Dir. Assistance	<i>(You must charge this service to a Calling Card)</i> Dial * 6 *, Authorization Code, #, 9, 0, ask for an International Directory Assistance and provide your Calling Card number.

Reporting Network Communications Problems

Telephone Problems (Dial Tone, etc.)

Loose telephone cords can cause the following problems with telephones:

- No Dial Tone
- Phone is Blocked
- Display is Blank
- Static on the Line

Possible Solution:

Reset Your Telephone

To reset your telephone, try one or more of the following:

- Unplug the telephone cord from the wall jack and plug it back in. Wait 30 seconds.
- Unplug the telephone cord from the phone jack and plug it back in. Wait 30 seconds.

IMPORTANT! When you unplug and re-plug any cord on the phone, you **MUST** give the equipment approximately 30 seconds to do a "self test" and reset itself.

If you still have no dial tone, place the handset down and lift it again, or you can press Clear (or C) and/or press Access 1 several times.

Be patient! You will soon get the dial tone back. If your problem persists, please call Customer Service at **545-2171** to report the trouble. The office is open between 8:30 a.m. and 5 p.m.

Voicemail Problems (Message Waiting Light, etc.)

See the Voicemail Section of this handbook on page 36, or call 577-4357 (7-4357 on-campus).

Network Problems

Please call UMass Amherst IT User Services at 545-9400 (5-9400 on-campus)

Jack Problems (Broken Jack, etc.)

Please call UMass Amherst IT User Services at 545-9400 (5-9400 on-campus)

Other Problems

If you can't find what you are looking for, you should call Telecom Customer Service at **545-2171** (5-2171 on-campus) with the following information ready:

- Problem Extension
- Name of person at Problem Extension
- Department
- Phone Type
- Room Number
- Building

CAD Drawings of Campus Facilities

The Cable Engineering team has made CAD drawings of campus facilities available for viewing. Contact your Customer Service Representative for a pdf of the building/floor you need.

When processing Work Order Requests, we refer to the room and jack numbers as shown on these drawings.

Systems Office

The Telecommunication Systems Office maintains a database that:

- Produces all telephone work orders and trouble tickets
- Tracks telephone models, locations, features and users
- Maintains Authorization code and calling card records for long distance calling
- Tracks telephone cable assignments for trouble tickets and work orders
- Tracks active Ethernet connections and speed
- Produces the University telephone bill and re-charges

Services

- Expense Transfer forms and telephone listing changes
- Long distance authorization codes for use on campus
- Qwest calling cards for use off campus
- Questions about long distance services
- Monthly on-line, paperless telephone bill

Contact Information

400 Venture Way, room 230
Main Number: 545-5737
Fax Number: 545-1798

Authorization Code Information and Instructions

Call the main number at 545-5737

Monthly Telephone Bill Information, Expense Transfers and Listing Changes

Call the main number at 545-5737

E-mail: phonebill@it.umass.edu

Qwest Calling Card Information

Call the main number at 545-5737

Systems Office Form Information

All forms mentioned in this section can be found online at:

<http://www.umass.edu/it/telecom/telephones/telecommunications-forms/telecommunications-forms>

Expense Transfer Form

Purpose: This form is used to change past and/or future network communications charges from one speed type to another. There is the option to move everything from one speed type to another or specific

services may be itemized.

***See additional information to follow pertaining to grant funded speed types ***

General Information

If the change of funding is between departments, the form should be completed by the department accepting the charges.

Funding changes that include grant accounts require a Principal Investigator's Signature.

Important: Completed forms should be received by the 15th of the month to ensure processing for the current billing period.

Please verify that all information is correct and contains no transpositions or typing errors. Incorrect information can delay your request.

The entire top part of the form needs to be filled out. Failure to do so could delay the processing of your request.

Online Forms:

Once completed, the online form should be printed and faxed to:

Future Expense Transfer Form to Network Communications Systems Office Fax at 545-1798

Past Expense Transfer Form directly to the Controller's Office Fax at 545-6088

Detailed instructions on completing the form can be found online at:

<http://www.umass.edu/it/telecom/telephones/telecommunications-forms/telecommunications-forms>

Expense Transfer Forms and Grant Funding

As a courtesy, Network Communications Systems attempts to provide departments with a list of grant accounts that are expiring that have network communications services being billed against them. This is a courtesy only! Departments are still responsible for the monitoring of their grant accounts and for transferring funds promptly. When charges are not transferred in a timely manner (before the grant expiration date) Network Communications reserves the right to shut down all services currently billing to the grant. These services may include phones, LAN connections, Voicemail, long distance authorization codes or long distance calling cards.

Avoiding Grant Account Problems

- a. Research the items currently being billed by referring to the grant account phone bill.
- b. Transfer the specific services using the Expense Transfer Form. If a new grant funded speed type is not available, the department must use another non-grant funded speed type.
- c. Once a new grant-funded speed type is available the department may transfer the expenses again using the *Future Expense Transfer Form*. Past expenses may be dealt with either by completing a *Past Expense Transfer Form* or by internal journal entry.
- d. If the services billing to the Grant need to be discontinued, please fill out the appropriate forms. Should the department need to shut down the phone, Voicemail or LAN connection, call Customer Service at 545-2171.

Telephone Listing Change Form

Purpose: This form updates information pertaining to the person using the telephone. This information is used for the online directory used by the University Operators, updates the departmental telephone bill so that it is easier to identify phones and is given to Public Safety for use in an emergency.

- a. Complete the *Listing Change Form* online
- b. Print the completed form
- c. Provide a copy of your current Extension Summary Sheet from your phone bill
- d. Mail or fax the completed form and Extension Summary to:

**Systems Office
Network Communications
400 Venture Way, room 230
Fax: 545-1798**

Authorization Code Form

Purpose: To request a new or shut down a code that allows an individual to make long distance calls from a campus telephone.

- a. Complete the appropriate *Authorization Code Activation or Deactivation Form* online
- b. Print the completed form
- c. Mail or fax the completed form to:

**Systems Office
Network Communications
400 Venture Way, room 230
Fax: 545-1798**

To obtain a paper copy of this form, please call 545-5737

General Information

Authorization codes are assigned to one individual.

It is extremely important to deactivate codes for employees who have left the University or who have transferred out of your department. This will eliminate the potential for fraud or abuse.

Authorization Code Request forms that are being billed to a grant require a Principal Investigator's signature.

If you wish to pick up a new code at our University Drive location, please note it clearly on the form. We will call you when the code is ready.

The Systems office does not recommend issuing one Authorization Code to multiple people. This greatly increases the potential for fraudulent use. If a department still wishes to issue one code to multiple users, a *Long Distance Abuse Agreement Form* must be completed and returned to us. Even if there is no form on file, Network Communications will issue no credit for codes assigned for group use.

Contact the Systems Office immediately at 545-5737 if a card is lost or fraudulent use is suspected.

Calling Card Form

Purpose: To order/shutdown a Qwest calling card that allows faculty or staff to make long distance calls when they are traveling or working off campus. The calls will be recharged to a departmental speed type.

- a. Complete the appropriate *Calling Card Request or Deactivation Form* online
- b. Print the completed form
- d. Mail or fax the completed form to:

**Systems Office
Network Communications
400 Venture Way, room 230
Fax: 545-1798**

(continued on next page)

General Information

Calling cards are assigned to a single individual.

Call Network Communications Systems IMMEDIATELY at 545-5737 if your card is lost or stolen!!!

Qwest Calling Cards can be used from any phone in the United States to call anywhere in the country and to over 225 countries worldwide. While traveling abroad you can use the Qwest Calling toll-free access numbers to make calls back to the United States.

There are two customized calling card ranges for the University to reduce the risk of fraud. The lowest risk category is Domestic, the highest risk is Full International. Please choose the dialing range that best fits the employee's needs. A Worldcard Dialing Guide is included with all calling cards issued by the Systems Office. Contact us for additional copies.

Domestic:

All locations within the U.S. and Canada
and includes, Guam, Puerto Rico and the U.S. Virgin Islands

Full International:

Any International or domestic location

Some rates are listed in the "Rate Information" section of this handbook.

Dialing ranges can be changed. Please allow us 48 hours to process your request with Qwest.

Important: Before traveling abroad, be sure to confirm the access number for calling back to the United States. These numbers periodically change at the discretion of the country visited.

The Qwest website for this information is:

http://www.qwest.com/largebusiness/products/voice/callingcards/lb_dial_guide.html

Please read the following section on how to prevent Calling Card fraud!

Calling Card Fraud

If your card is lost, stolen or unauthorized use is suspected, call the Network Communications Systems Office at 5-5737 immediately.

As most travelers away from home or the office have discovered, the long distance calling card has become an indispensable accessory in the information age. Unfortunately, thieves have also recognized the value and utility of the long distance calling card and are increasingly targeting it for theft.

Although most travelers are aware of the need to protect their bank credit cards, they do not realize that their calling cards are also the target of thieves. Organized criminal elements steal calling cards in order to run so-called "call-sell" operations in which the criminals use stolen calling cards and other means to illegally sell domestic and international telephone calls to the public for \$5 or \$10 per call.

Aside from the monetary losses caused by these unscrupulous people, the theft of calling card authorization codes can result in significant inconvenience to legitimate users since all of the telephone companies attempt to minimize losses by deactivating all codes that have been compromised and are being used fraudulently.

(continued on next page)

It is important to note that these thieves do not have to actually steal the card itself, but rather only need to learn the unique 14 digit authorization code in order to illegally use the card. In many cases, the authorized users never lose possession of their cards, but are simply surreptitiously observed by the call-sell operators as they use their cards at public payphones.

Now that you know about the problem, here are 7 recommendations to help keep your card from being compromised:

1. Memorize Your Calling Card Number

The calling card that you have been issued provides a unique method of identifying you as being authorized to make long distance telephone calls. Using calling cards from a public telephone, however, provides numerous opportunities for a thief to obtain a calling card number.

If it is necessary to refer to the card every time that a call is placed, there is the danger that the caller may inadvertently forget to retrieve it after they have completed their calls. In addition, removing the card from a purse or wallet gives the thief the opportunity to copy the number. If the calling card is memorized, it will reduce the likelihood that a thief will be able to compromise it.

2. Be Aware Of People Loitering Around Payphones

Investigations conducted by MCI have determined that call-sell operators routinely loiter around payphones, particularly large banks of telephones that are common at airports, train stations, hotels etc., in order to observe callers as they use their calling cards. They then record the authorization number so that they will be able to subsequently use it to place calls for their customers.

Be alert to anyone who may be loitering in the area where you are placing a call. These people may pretend to be having a conversation at a nearby telephone and typically will have a pad of paper and pencil nearby in order to record calling card numbers. Some of the thieves, however, have the ability to instantly memorize card numbers so not all of them need to immediately write down the number.

The best rule to follow is to stand directly in front of the telephone while you are keying in your authorization code on the keypad. The call-sell operator needs to have all 14 digits of the calling card in the correct sequence in order to use it. It will be difficult for the call-sell operator to steal your code if it is keyed in quickly and the view of the keypad and dialing sequence is obstructed.

3. When Placing Operator Assisted Calls, Use Normal Conversational Tone

The placement of operator assisted calls provides another opportunity for the criminal to learn authorization codes. Instead of observing and recording the code on the card itself or as it is entered on the keypad, the criminal simply records the number as the caller recites the card number to the operator.

When verbalizing your code, speak directly into the mouthpiece and face directly towards the telephone. Speak at a normal conversational tone and try to be aware of anyone who may be trying to eavesdrop.

4. Don't Share Your Calling Card Number With Others

If you are on the road with a fellow employee or associate it may be tempting to allow them to use your card number to place "only one call". Guard the confidentiality of your calling card number like you would your Visa, MasterCard, American Express card or other credit cards.

5. Don't Give Your Calling Card Number Out To "Telephone Security" Or Others

Your MCI calling card number is confidential information. NEVER disclose it to anyone except to an operator when you are making a long distance call.

Anyone who calls you and asks for your calling card number for any reason is probably attempting to use your number illegally in order to charge calls to your account. NEVER give out your card number to anyone who calls you. For example, individuals posing as telephone security officers may ask for your calling card number claiming a need to deactivate its use and protect the code from abuse. Remember - Legitimate MCI investigators do not need to call you for your code if fraud is detected.

It is also possible that the caller will state that it is necessary to activate a new feature or some other reason that requires you to divulge your calling card number. Some of the thieves will give you a "call-back number" so that you can "verify" the caller. This number does not ring at the telephone company but at the thief's location.

No matter how compelling the argument, there is no reason for a legitimate telephone company representative to ask for your number (unless, of course, you are giving it to the operator when you want to charge a call), so don't disclose it.

6. Don't Use Your Calling Card To Verify Identification

The authorization code number that has been issued to you is confidential and, therefore, you should never use your card as a means of verifying your identity. Anyone who comes into possession of your number will be able to use it, so keep it confidential.

7. Report Lost Or Stolen Calling Cards

If your wallet is lost or stolen you would immediately cancel your bank cards as well as your retail and oil company credit cards. But would you call to cancel your calling card? You may think to yourself that there is nothing that the thief can purchase with it.

To the unscrupulous thief, however, the ability to sell international long distance calls makes your stolen card number very valuable. In order to minimize the resulting financial consequences and inconvenience, you should report the loss of your card to the Systems Office at 5-5737 as soon as you become aware of it. The quicker you report a lost or stolen card, the faster a possibly compromised card number can be deactivated; and just as importantly, the sooner you report your card as lost or stolen, the sooner you will be issued a new card which will insure that your ability to place calls is not impeded.

In a society increasingly dependent on network communications, we are seeing new and different scams all the time. The best method of stopping fraudulent use of a calling card is prevention and the best method of prevention is using the basic precautionary methods described above.

Rate Information

Local and On-campus

Free

(Local call areas: Amherst, Ashfield, Athol (978-575 exchange only), Belchertown, Bernardston, Charlemont, Colrain, Conway, Greenfield, Hadley, Hatfield, Heath, Holyoke, Millers Falls, Monroe Bridge, Montague, Northampton, Northfield, Orange, Shelburne Falls, South Deerfield, Sunderland, and Turners Falls)

413 Area Code (but not local)

Free

Note: Peak hours are weekdays, 9 a.m. to 9 p.m.

In-state calling (outside 413)

Free

Long Distance (U.S.)

Free

Directory Information

- Local Information (Dial 9, and then 411) - Free
Note: Dialing 411 gives you information for the 413 area code only.
- National Information (Authorization Code, Dial 9, 1, the area code and then 555-1212) - 85 cents per call

International Calling Rates

Please call 545-5737.

Voice Application Services

Voice Application Services is responsible for the administration, operation and support of the University's enterprise voice application systems, including Voicemail, automated call distribution (ACD), and unified communication and messaging. This office further aids in the strategic planning, evaluation and implementation of new and emerging voice technologies. It is the intention of this office to design and implement the most cost-effective, and efficient voice solutions for each department, and instruct users to realize the full potential of all deployed voice services. Besides assisting customers over the telephone, Voice Application Services staff is available to participate in planning sessions and/or provide direct training to customers on its services. This office also offers various standard and customized reports to aid departments in monitoring the usage and performance of their voice applications.

Additionally, Voice Application Services manages a Cellular Phone Rental Program, which enables departments to borrow cellular phones for short-term use, and provides information about wireless provider discounts available for departmental or faculty/staff purchases.

Contact Information

Main Number: 577-4357

Fax Number: 545-4656

Voicemail Email: voicemail@umass.edu

Karen Howard

Voice Application Services Manager

545-4706

khoward@umass.edu

Donna Myrick

Voice Application Services Technical Analyst

545-8719

dmyrick@umass.edu

Voice Mailbox Descriptions and Costs

NOTE: There is a one-time installation charge of \$15.00 per mailbox for new mailboxes of any type except a NetCom Rep. mailbox. NetCom Reps should submit a *Voicemail Request Form* to request a Basic or Enhanced voicemail service. Contact Voice Application Services to request all other types of mailboxes

Basic Voice Mailbox (Cost Per Month: \$5)

This box is similar to an answering machine in that it records messages when you are unavailable; however, it has many more features. For example, you can send messages from a voice mailbox to other Voicemail users, confirm message receipt, send future delivery messages, and maintain day/time information on messages. Basic boxes store up to 25 messages and can be accessed from any touch-tone phone from on- or off-campus.

Basic 50 Voice Mailbox (Cost Per Month: \$6)

In addition to all the features of a Basic Mailbox, the Basic 50 mailbox stores up to 50 messages rather than 25.

Basic 135 Voice Mailbox (Cost Per Month: \$10)

In addition to all the features of a Basic Mailbox, the Basic 135 mailbox stores up to 135 messages rather than 25.

Basic Long Greeting Voice Mailbox (Cost Per Month: \$6)

In addition to all the features of a Basic Mailbox, the Basic Long Greeting mailbox allows the user to record a personal greeting up to 7 minutes long rather than 50 seconds.

Shared Extension Mailbox

(There is no monthly charge for a Shared Extension mailbox; however, each individual Enhanced or Basic mailbox will be billed at the standard monthly rate).

Using a Caller's menu, this feature allows separate basic or enhanced voice mailboxes for up to nine people on one shared telephone line. Once set up, A system greeting plays the recorded name from each personal mailbox and prompts the caller to press extension 1, 2, 3, etc. for that person's personal mailbox.

Caller Menu Mailbox (Cost Per Month: \$8)

The Caller Menu mailbox is the type of box most often placed at the beginning of an application. It allows callers the ability to access menu items through a telephone keypad. For example, when you call Telecom, you hear a recorded menu saying, "for long distance dialing codes press 1, for Voicemail press 2, for questions about your bill, press 3..." This type of mailbox is similar to Shared Extension mailbox; however it is not limited to accessing only Basic or Enhanced mailboxes. A Caller Menu mailbox can access up to 9 mailboxes of any type. For more information or to schedule an application design meeting, please call 577-4357.

Enhanced Voice Mailbox (Cost Per Month: \$8)

In addition to all the features of a Basic Mailbox, Enhanced Mailboxes allow subscribers to maintain group distribution lists, and receive email and/or text message notification when their mailbox receives a message.

Forms Mailbox

(Cost Per Month – Forms Mailbox: \$5 and Sponsor Mailbox: \$5 - \$10)

Forms mailboxes work in tandem with a sponsor mailbox. The Forms box is programmed to ask the caller a series of questions, allowing time for responses. Another Basic or Enhanced mailbox is designated as the Forms' sponsor, which collects each of the responses as a message. Essentially, the Forms mailbox allow people the ability to make a phone call instead of hand writing a form and returning it in the mail. This feature is ideal for taking names and addresses for mailing lists, ordering supplies, and many other situations.

Listen Only Mailboxes (Cost Per Month: \$5)

A Listen Only mailbox plays a recorded message without allowing callers the ability to leave one of their own. These boxes are presently being used in many departments on campus to disseminate information to callers about frequently asked questions (ex. providing directions to campus, office hours, etc.).

Transfer Mailbox (Cost Per Month: \$1.75)

The Transfer Mailbox is used to route incoming calls to a specific mailbox or extension. The transfer is automatic, no input from the caller is required. A Conditional Transfer mailbox routes a call to one of two destinations, based on a defined day/time schedule.

NetCom Rep Mailbox (No Charge)

NetCom Reps are entitled to a free NetCom Rep. mailbox. This mailbox has most of the features of a Basic Voice Mailbox; however, it can only hold up to 10 messages instead of 25. In addition, this mailbox allows the Rep to maintain one group distribution list with up to 25 destinations. If a Rep is currently paying for a Basic mailbox and would like to switch to a free NetCom Rep. mailbox, there is no charge for the change, their current security code will not be changed and the Rep will not need to rerecord their greeting.

Web PhoneManager

Web PhoneManager (WPM) allows subscribers to manage their messages, mailbox recordings, and mailbox settings over the Internet.

Accessing Web PhoneManager

- Type the following web address into your web browser: **<http://umass-wpm.oit.umass.edu>**
- Enter your 5 digit mailbox number and its security code.

Important Notes:

- WPM is available to all Voicemail subscribers. There is no additional fee for this service.
- You can access the WPM website from on or off-campus and from smartphones.
- You can use the download playback option as a way to archive messages to your computer, or attach to email messages in order to forward to someone without a UMass Amherst Voice mailbox.
- Always remember to LOGOUT from WPM before exiting. (Any messages you delete in WPM remain in your trash bin until you empty them or logout. Your mailbox can fill up quickly if your trash is not emptied regularly).
- WPM is compatible with most browsers; however, results vary among browsers.
- A detailed WPM user guide is available at:
<http://www.umass.edu/it/telecom/voicemail/voicemail-online-web-phonemanager/voicemail-online-web-phonemanager>

Questions? Please contact the Voice Application Services Office (voicemail@umass.edu).

Caller Menu Design

There are many Voicemail caller menus on the UMass Amherst campus. You have probably encountered them when you call academic departments, campus services, or administrative offices. With call menu systems, callers are typically greeted with a menu of options in which they can enter numbers via the telephone keypad to access information or be transferred to a person.

The Voice Application Services Staff can design voicemail caller menu systems to fit your departmental needs. Prices vary depending on the design. The features of a voicemail caller menu system are determined by the types of voice mailboxes used within that application.

For more information or to schedule a caller menu design meeting, please call 577-4357.

Voicemail Reporting

If your department has a caller menu, various reports are available, free of charge, to the department's NetCom Rep upon request. If you would like to discuss customized reports to fit specific needs, please call 577-4357.

Voicemail Instructions

Accessing the University Voicemail System

From your own phone on-campus:

- Dial 5-1000
- Enter your security code

From another voicemail user's phone on-campus:

- Dial 5-1000
- Press * (*You will hear the Main Voicemail Greeting*)
- Press #
- Enter your voice mailbox number (*the last 5 digits of your phone number*)
- Enter your security code

From a non-user's phone on-campus:

- Dial 5-1000 (*You will hear the Main Voicemail Greeting*)
- Press #
- Enter your voice mailbox number (*the last 5 digits of your phone number*)
- Enter your security code

From off-campus:

- Dial 545-1000 (*You will hear the Main Voicemail Greeting*)
- Press #
- Enter your voice mailbox number (*the last 5 digits of your phone number*)
- Enter your security code

Diversion to Voicemail

A telephone diversion is the pre-programmed destination to which callers dialing your number are transferred (or diverted) when your phone is busy, unanswered after four rings, or both. Although you cannot change the diversion point yourself, you can determine the diversion destination. For example, if you want a caller dialing your office phone to be transferred to your department assistant when your line is tied up or unanswered, then your diversion point should be that individual's phone number. Similarly, if you want callers to go directly into voicemail when your line is busy or unanswered, you want your diversion point to be 5-1000, the main number to Voicemail.

Facts about diversions:

1. A phone number can only have one diversion point.
2. If you want to change (or establish) your diversion destination, contact your department's NetCom Rep or call Network Communications Customer Service at 545-2171.
3. The number of times a phone rings before it diverts is FOUR. The number of rings can be changed if you request to have a personal number list activated by Customer Service (545-2171).
4. You can control how (or if) your phone diverts by activating/deactivating a busy and no answer diversion.

(continued on next page)

How to turn your phone's diversion feature on or off:

No-Answer Diversion

- To activate: Press * 2 1 #
- To cancel: Press # 2 1 #

Busy Diversion

- To activate: Press * 2 2 #
- To cancel: Press # 2 2 #

Out of Office Greeting

If you are away for any length of time, you can record a temporary greeting to alert callers that you are unavailable by recording an Out of Office Greeting. The Out of Office Greeting will play in place of your regular Personal Greeting without erasing it.

From your voice mailbox's main menu:

- Press 3 (Phone Manager Functions)
- Press 6 (Out of Office Greeting)

Follow me to Voicemail

A "follow me" is a way to automatically route your calls to another on campus extension or to Voicemail. The follow me destination is fully programmable by the user. For example, if you're expecting an important call at your desk, but have to go to another location for a meeting, you can put a "follow me" on your phone so that all calls to your desk phone will ring at the latter extension. Another example is a "follow me to Voicemail". When you have a "follow me to Voicemail", callers go directly into your Voicemail without ringing your extension.

	<u>Activate</u>	<u>Deactivate</u>
Follow me to Voicemail	press * 2 * 51000 #	press # 2 #
Follow me to another extension	press * 2 * xxxxx #	press # 2 #

Note: xxxxx is any five digit on campus extension

Setting up a Voice Mailbox

A voice mailbox will not function until it is set up. Within a week of sending a *Voicemail Request Form* to Telecom, the user should receive notification for the new voice mailbox. This notification consists of the mailbox number, initial security code, level of service, and directions to set up the box. The Voicemail System will prompt the user through the set up process once the user accesses the Voicemail Main Menu. Additional Voicemail instructions and a reference guide are available from the Network Communications Web site.

Message Waiting Indicator Problems (MWI)

Most phones on campus come equipped with a message waiting indicator to inform subscribers that they have unheard messages in their voice mailboxes. This light should only be lit if you have messages that have not been heard. If your message waiting indicator is not functioning in this manner, call the Voice Processing Office at 577-4357.

Security Codes

You select a security code when you initialize your mailbox. For security reasons, security codes should be at least 6 digits long. If you lose your security code, the Voice Processing Office has no way to retrieve it for you. There is a \$15 service charge for resetting security codes, so we recommend you select a security code that is easy to remember but not easy for others to guess.

As long as you know your current security code, you may change it any time:

From your voice mailbox's main menu:

- Press 3 (Phone Manager Functions)
- Press 1 (Personal Options)
- Press 4 (Change your Security Code)

Standard Greeting

Your Standard Greeting is similar to the outgoing message people hear when they call your answering machine at home. It should always contain your name, department, and any personal message you want to leave for callers to hear.

You can change this message easily by following these steps:

From your voice mailbox's main menu:

- Press 3 (Phone Manger Functions)
- Press 4 (Record Standard Greeting)

Recorded Name

The Recorded Name for a mailbox is different from the Standard Greeting. Callers sending Voicemail messages to you will hear your standard greeting. If a user is trying to forward you a message, they will only hear the recorded name for your mailbox as opposed to your greeting. Therefore, the recorded name should simply be a recording of your name.

You can change the Recorded Name on your mailbox by following these steps:

From your voice mailbox's main menu:

- Press 3 (Phone Manager Functions)
- Press 1 (Personal Options)
- Press 5 (Record your Name)

Transferring a Caller Directly into a Voice Mailbox

To transfer a caller directly into a voice mailbox without ringing the extension first:

- Press Access 2 button to put the caller on hold.
- Dial 5-1000.
- Press * to back out to the main University greeting.
- Press 9 followed by the 5-digit destination mailbox.

Short Cuts & Quick Tips

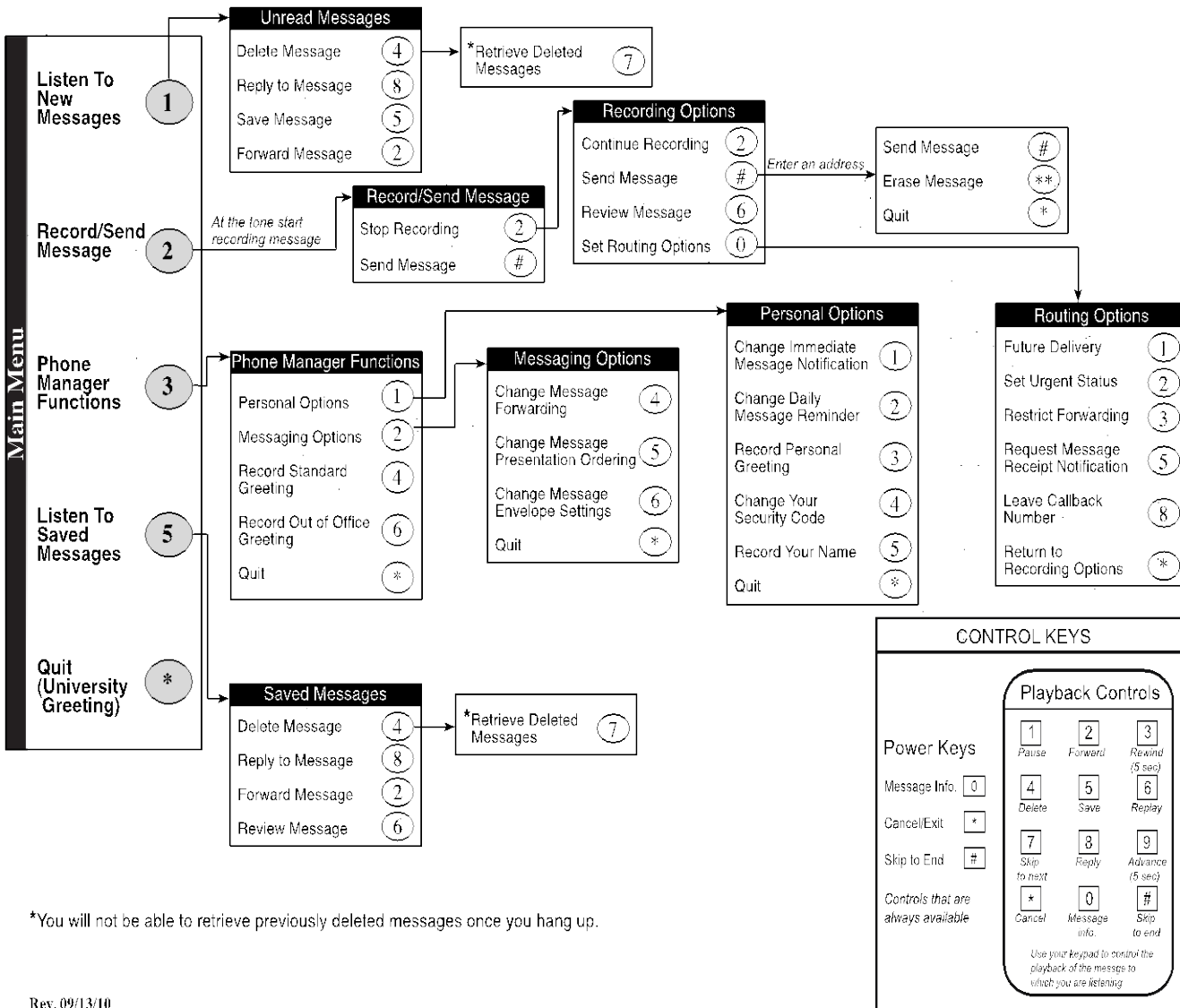
Here are some tips to help you while you are in the University Voicemail System:

- A new voice mailbox will not be able to receive messages until it is setup by the user.
- You can press the # key at any time to skip a user's recorded greeting and begin recording your message to them.
- Press * whenever you want to cancel what you are doing.
- While listening to a message, you can press 4 at any time to delete the message.
- As long as you have not ended your session by hanging up, you can recover a deleted message by pressing 7.

Message Playback Controls

- 0** play message envelope info (i.e. date/time)
- 1** pause message playback
- 2** forward a copy of the message to another user
- 3** rewind message (5 sec)
- 4** delete message
- 5** save message
- 6** repeat message
- 7** skip to next message
- 8** reply to message
- 9** fast forward message (5 sec)
- *** cancel action
- #** skip to the end of a message

Call Xpress Voicemail Flowchart

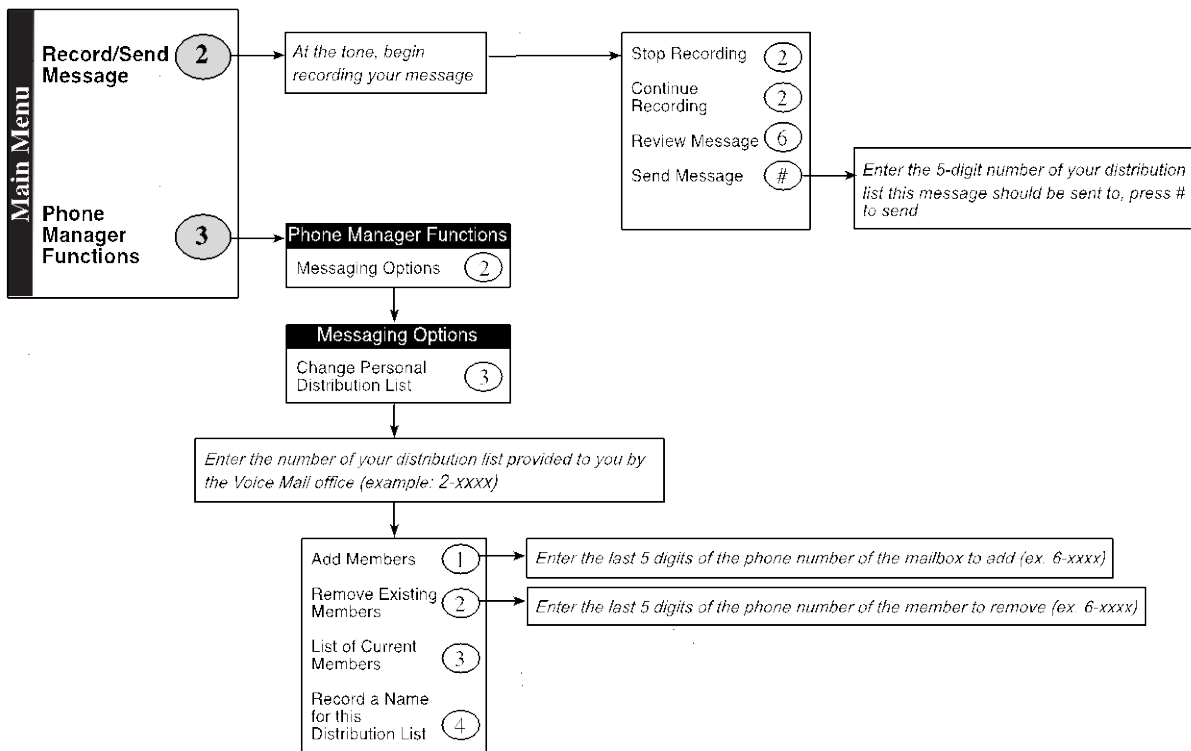


*You will not be able to retrieve previously deleted messages once you hang up.

Managing Group Distribution Lists for Enhanced and NetCom Rep. Mailboxes

If you send messages to the same group of people regularly, you may wish to set up a Group Distribution list, which can be set up in advance to send a message to up to 25 people at once. Enhanced Voice Mailboxes may have up to three group distribution lists, while NetCom Rep. mailboxes have one group distribution list. Please call Voice Application Services to request a list if you do not already have one. Once Telecom provides you with your list number, you can manage your list with the instructions below.

Personal Distribution Lists Menus (Admin)



Cellular Services

Cellular Services is responsible for the central management of cellular services for the campus; including plan management and accounting systems, acquisition, distribution, repair and technical support of equipment and services, and providing effective and efficient support which meets or exceeds customer expectations and requirements.

Additionally, Cellular Services manages the Cell Phone Recycling program and the Cellular Phone Rental Program, which enables departments to borrow cellular phones for short-term use.

Cellular Services also provides information about wireless provider discounts available for departmental or faculty/staff purchases.

Contact Information

Main Number: 545-2355

Fax Number: 545-4656

Email: cellphones@umass.edu

Patricia Bonafilia

Cellular & Residential Services Manager

545-4597

pat.bonafilia@umass.edu

Annette Greenwood

Cellular Services Specialist

545-0436

annette.greenwood@umass.edu

Kerry Poole

Cellular Services Assistant

545-4599

kerry.poole@umass.edu

Cellular Telephone Rental

Network Communications owns a number of cellular phones that are loaned to University departments for temporary usage. There is a \$1.00 fee per day for borrowing a phone. In addition, the department is responsible for the cost of calls placed and received on the phone, and for replacing lost or damaged phones. The phones are offered on a first-come-first-served basis. Please fill out and return a *Cellular Telephone Request Form* at your earliest convenience to ensure cellular phone availability.

Departments will be charged a \$2.00 fee per day when a phone is returned late. Departments may call the Cellular Services office on or before the scheduled return date to request an extension. If there are no scheduling conflicts, the department will continue to be charged only \$1.00 per day until the new scheduled return date. In the event that a phone is 30 days late (\$60.00 in late fees), the Cellular Services office will suspend service on the phone and bill the department for a replacement phone.

The following procedures are used when a department borrows cellular phones from Network Communications:

The *Cellular Telephone Request Form* can be filled out online at the Network Communications Website:

<http://www.umass.edu/it/sites/it/files/2015/12/08/Cell%20loan%20request%20form.pdf>

1. For auditing purposes, Network Communications requires a NetCom Rep's signature (and with Project/Grant accounts, an original Principal Investigator signature) to process a rental request. Therefore, the form must be completed then printed, signed, and faxed or mailed to:

Cellular Services
400 Venture Way, Room 230
Hadley, MA 01035
Phone: 545-2355 Fax: 545-2180

2. On the arranged date, have a representative from the department come to Network Communications located at 101 University Drive, Suite B1, to sign for and pick up the cellular phone(s).
3. On the arranged date, have a representative from the department return the cellular phone(s) to Network Communications.
4. The total daily borrowing fee and calls are billed separately in the following manner:
 - a. The total daily borrowing fee is calculated when the phone is returned. A journal entry is processed to reimburse Network Communications and notification of charges is mailed to the department.
 - b. Once the Cellular monthly phone bill is received, a journal entry is processed to reimburse Network Communications, and notification of charges and a photocopy of the bill for the borrowed phone(s) are mailed to the department.

Cellular Telephone for Purchase

All UMass departments and employees are eligible for discounted wireless rates through various providers. Discounts may include a waived Activation Fee, reduced equipment costs, and a lower monthly service charge. Because many plans are available and promotions vary, we are unable to provide a side-by-side comparison of the providers. Please visit <http://www.umass.edu/it/telecom/cell-phones> and click on the Cellular Telephones link to view each Cellular provider's contact and discount information.

Cellular e-Cycle Program

University departments can easily and securely recycle old University-owned wireless devices with the Cellular e-Cycle program.

The e-Cycle program will dispose of end-of-life devices and accessories and also offers a buy-back program for mobile devices that are on their current list.

Visit the following web page for details:

<http://www.umass.edu/it/telecom/cell-phones/cellular-e-cycle-program>

Network Communications Terminology

Accept 2nd Call - This feature allows you to receive a 2nd call while on the telephone with another call. Unlike Call Waiting, Accept 2nd Call is turned on and off by the touch of a button on your telephone. The first call will ring on Access 1, the second call will ring on Access 2. (See the Customer Service section "Using Telephone Features - Accept 2 Call" for detailed instructions).

Additional Directory Number (ADN) - is an additional line on a phone. For an additional fee, an ADN can be added to any phone that has an available programmable button. Because this is a software-only line, there is no additional telephone equipment to purchase. By default, the ADN light will flash and the phone will ring when the ADN line is called; however, the user can program other ring options (see "Ring Options").

Analog Line - is a communication line that supports standard analog telephones, answering machines, fax machines, modems, and telephone company analog lines.

Authorization Code - enables faculty and staff members access to long distance dialing while on campus. An authorization code will be provided at the discretion of the individual's department. (See the Systems Office section "Authorization Codes" for detailed instructions).

Automatic Callback (on-campus calls) - When an on-campus number is busy, initiating this feature makes your phone ring when the called party becomes available. The number is redialed when you answer the special ring. (See the Customer Service section "Using Telephone Features - Automatic Callback" for detailed instructions).

Call Diversion - re-routes incoming calls to an alternate phone number or to Voicemail. The diversion must be programmed by Network Communications and will only be changed by a written request. Call Customer Service at 545-2171 (5-2171 on-campus) for further details. (See the Customer Service section "Using Telephone Features - Call Diversion" for detailed instructions).

Call Park - This feature allows you to place a call on hold so it may be retrieved from any other phone. This feature will not work if the phone placing the call on Park has a busy diversion (you must hear a busy signal to retrieve the call). (See the Customer Service section "Using Telephone Features - Call Park" for detailed instructions).

Call Waiting - This feature allows you to receive a second call on your phone. Call Waiting only works with Off-Campus calls. The second call will ring twice on Access 2, then the light continues to flash in silence. A better alternative to Call Waiting is Accept 2nd Call. (See the Customer Service section "Using Telephone Features - Call Waiting" for detailed instructions).

Calling Card - Qwest Calling Cards are requested by departments for Faculty and staff members who are required to make business calls from telephones off campus. (See the Systems Office section "Calling Card" for detailed instructions).

Common Bell Group - is a group of phones, which share a common ringing point, such as a horn, bell or blinking light. Common Bell Groups are often used in noisy areas, areas distant from the telephone station and for the hearing impaired.

Conference -This feature allows you to add up to 7 additional people to a phone call. The visual display (if applicable) will read "CONF LEADER." We recommend that only three people be from off campus. Please note, if you have a phone that doesn't have a button marked "Conference," watch the visual display. When your phone has two calls, the word "CONF" will appear on the bottom line of the display. Press the button that is under the word "CONF" when it is time to initiate a conference. (See the Customer Service section "Using Telephone Features - Conference" for detailed instructions).

Directed Call Pickup - This feature allows you to answer another person's telephone without leaving your desk, providing you know their telephone number. (Note: Directed Call Pick-Up will not work if the ringing phone has a busy diversion. You must hear a busy signal to retrieve the call). (See the Customer Service section "Using Telephone Features - Directed Call Pickup" for detailed instructions).

Ethernet Connection - Networked buildings on campus have dedicated Ethernet jacks that make it possible for users to link their computers to the network. These connections are managed by UMass Amherst Information Technology.

External Call Forwarding - This feature allows you to temporarily forward all incoming calls to a local, off-campus number. (See the Customer Service section "Using Telephone Features - External Call Forwarding" for detailed instructions).

Follow-Me - allows you to select a temporary alternate phone on campus or Voicemail (5-1000) to receive your forwarded calls. If a diversion is programmed on your phone, the follow-me will override the diversion and send your calls immediately to the alternate number. When the follow-me is removed, the diversion is automatically active again. (See the Customer Service section "Using Telephone Features - Follow-Me" for detailed instructions).

Freeset Telephone - Wireless telephone used in conjunction with Mobility Server.

Headset - an alternative to a handset that uses an earpiece and microphone to allow handsfree telephone communication.

Hold - This feature allows you to keep a call on the line to quickly retrieve information or to transfer the call. (See the Customer Service section "Using Telephone Features - Hold" for detailed instructions).

Hunt Group - involves setting up a departmental telephone number as a Hunt Group Pilot, which then distributes calls to group members sequentially or randomly. Additional fees apply.

In a sequential Hunt Group, the pilot sends calls to the first available group member on the list. The pilot sends calls based on the list order so members at the beginning of the list receive more calls than members at the end of the list.

In a Random Hunt Group, the Hunt Group pilot distributes calls based on which available member's line has been idle the longest so all members receive roughly the same amount of calls

Individual Abbreviated Dial - This feature allows you to program up to ten frequently dialed telephone numbers in the number keys 0 thru 9 to act as a speed dial (maximum 20 digits). Individual Abbreviated Dial (IAD) is a standard feature on all telephones. (See the Customer Service section "Using Telephone Features - Individual Abbreviated Dial" for detailed instructions).

Jack Number - Phone jacks are usually located on the wall at about 18" from the floor, but may also be found at counter-height or floor level. The standard jack has a faceplate with four ports and is labeled with a number such as "1-1-11;" however, other configurations and numbering schemes exist. Knowing the appropriate jack number is helpful when requesting Network Communications work from your customer service representative. If you are having difficulty identifying the appropriate jack number, you may contact your customer service representative for assistance.

Last Number Redial (off-campus calls) - This feature allows you to redial the last off-campus number dialed. (See the Customer Service section "Using Telephone Features - Last Number Redial" for detailed instructions).

Local Area Network (LAN) - A system for interconnecting computer equipment within a limited geographic area; usually within a building or a group of buildings in close proximity. Some departments or buildings may have their own private LANs connecting shared printers or servers with workstations. These connections are managed by the individual departments.

Mobility Server - enables you to be available at different locations with only one personal telephone number. Although you have different numbers for all your telephones, you only need to give your contacts one number to reach you, your personal number.

Multiple Directory Number (MDN) - is a line that flashes and/or rings at multiple locations when it is called. For an additional fee, any ODN or ADN may be programmed as an MDN on another phone that has an available programmable button. Because this is a software-only feature, there is no additional telephone equipment to purchase. By default, the MDN light will flash, but not ring when the line is called; however, the user can program other ring options (see "Ring Options").

One-Time Charges - are billed for the one-time installation or activation of services and may include labor, instruments, and materials.

Own Directory Number (ODN) - is the primary number for the phone (the number printed under the handset).

Permanent Function Keys - are labeled telephone buttons with pre-programmed functions that cannot be changed (examples: Access 1, Access 2, Transfer).

Pickup Group - For an additional fee, a Pick-Up Group allows a pre-designated group of phones to answer each others calls. (See the Customer Service section "Using Telephone Features - Pickup Group" for detailed instructions).

Primary User - the name that will appear on the main departmental listing of the monthly Telecom bill, and is essential for the police to help identify Emergency 911 callers. Any number of subsidiary user names can be listed under the Primary User name where individuals share a phone. In some cases where it is impossible to identify a person as the Primary User, a generic name such as a Department Office or Building and Room Number can be used.

Principal Investigator (P.I.) Signature - is the person who has signature authority on a Project or Grant Account.

Programmable Function Keys - are telephone buttons that can be programmed to suit users' needs. They provide single key access to the wide variety of available features or can be assigned additional phone lines (examples: Conference, Automatic Callback, Abbreviated Dial).

Recurring Monthly Charges - are billed for the use of phone services as it accrues over time.

Ring Options - You can program your telephone to ring in several different ways. For example, no ring, a normal ring, or delayed ring. Note that this feature is different than changing the pitch of the ring (see Ring Pitch Adjustment). (See the Customer Service section "Using Telephone Features - Ring Options" for detailed instructions).

Ring Pitch Adjustment - You can change the pitch (sound) of your telephone ring tone. For example, a higher pitch or lower pitch. Note that this feature is different than changing the type of ring (see Ring Options). (See the Customer Service section "Using Telephone Features - Ring Pitch Adjustment" for detailed instructions).

Speakerphone - Certain telephone models contain a two-way speaker for on-hook dialing and conversation, activated by pressing the Speaker key.

Special Circuit - are those circuits not directly associated with or originating from within the network communications or LAN/WAN systems, which include the telephone extensions and Ethernet network connections respectively. Special Circuits generally require separate transport via copper wire or fiber optic cable outside of these systems. Some typical examples of Special Circuits are: radio, alarm (for fire, burglary, intrusion, etc.) and point-to-point datacom circuits (UCard, Card Access, T-1, video, etc.).

Speed Dial (programmable buttons) - This feature allows one-touch access to a programmed telephone number, on or off-campus. The telephone number being programmed may be a maximum of 20 digits. We refer to the Speed Dial Button as a "Programmable Button." These buttons are located in columns next to your phone's number pad. It is not advisable to program an authorization code for long distance calling as a speed dial number. If this is done, anyone can place long distance calls from the telephone without authorization and the calls will be billed to that extension. (See the Customer Service section "Using Telephone Features - Speed Dial" for detailed instructions).

Suspend or Un-suspend Phone Line - If you have a phone that will not be used for several months or more, you can store it away in a safe place and have the service for that phone suspended for an indeterminate amount of time. The cost to suspend service is \$15.00. There is an additional \$15.00 charge to un-suspend when you decide to put that phone back in use. Depending upon the monthly charge for the phone, it may be more economical to suspend it for a period of time rather than to de-install and then install another phone later on. Due to the limited availability of Analog lines, Ethernet and Private LAN connections, these services cannot be suspended.

Terminal Adapter Unit (TAU) - a digital device (similar to an analog modem) used for dial-up connectivity.

Transfer Button - is a standard feature on all the telephones, which allows a call to be moved from one phone to another. (See the Customer Service section "Using Telephone Features - Transfer Button" for detailed instructions).

**UMassAmherst Information Technology
Network Communications
Customer Service**

Charges for Moves, Adds, Changes

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**Monthly Charges
Equipment
(Effective July 1, 2016)**

Type of Instrument or Line	Total Monthly
211/4220 Telephone	\$20.00
212/4222 Telephone	\$25.00
213/4223 Telephone	\$35.00
4225 Telephone	\$41.00
213A/4223A Telephone	\$45.00
4225A Telephone	\$51.00
213B/4223B Telephone	\$54.00
4225B Telephone	\$59.00
4422 IP Office Telephone	\$25.00
4425 IP Vision Telephone	\$40.00
Ethernet Connection	N/A
<i>NOTE: As of July 2016, IT is transitioning to an annual headcount recharge model and will bill departments approximately \$180/year per regularly salaried staff member (FTE)</i>	
Private Lan Connection	\$ 1.50
Analog Line (Limited Availability)	\$23.00
Local Line Access Charge	\$ 3.00
Labor Rate per hour	\$70.00

Monthly Charges Features

Features	Monthly Charge
ADN - Each Appearance	\$ 3.00
Virtual Number	\$ 8.00
Common Bell Group (Per Group).....	\$ 18.00
Hot Line (One Way)	\$ 1.00
MDN - Each Appearance.....	\$ 2.00
Personal Number w/ECA.....	\$ 5.00
 Voicemail	
Basic Mailbox.....	\$ 5.00
Basic Mailbox w/50 Messages	\$ 6.00
Basic Mailbox w/135 Messages	\$ 10.00
Basic Mailbox w/Long Greeting	\$ 6.00
Caller Menu Mailbox (ECP Mailbox).....	\$ 8.00
Enhanced Mailbox.....	\$ 8.00
Forms Mailbox	\$ 5.00
Listen Only	\$ 5.00
Shared Extension (Campus Messenger w/Standard Greeting)	\$ 0.00
Shared Extension (Campus Messenger w/Personal Greeting)	\$ 5.00
System Distribution List.....	\$ 10.00
NetCom Rep. Mailbox.....	\$ 0.00
Transfer Box	\$ 1.75
Accept 2nd Call	N/C
Call Hunt with members	N/C
Group Call Pickup	N/C
IAD / Speed Numbers.....	N/C
 Contact Center (ACD/Solidus)	
ACD Agent	\$ 35.00
ACD Desktop Manager Supervisor	\$ 50.00
ACD (Queue) Message.....	\$ 8.00
ACD Report (Information Manager/Report Manager)	\$ 50.00
 Special Circuits	
Jack to BDF / IDF (Per Pair).....	\$ 1.50
Jack to BDF / IDF (Jack to Jack in Bldg.)	\$ 3.00
Jack to Jack (Between Buildings, Per Pair)	\$ 12.00
T1 Circuit – Point to Point (without repeaters).....	\$ 24.00
T1 Circuit – Point to Point (with repeaters/muxes)	\$ 50.00
QSIG E1 Circuit – Point to Point (with repeaters).....	\$100.00

Feature Changes

Add or Change Features on Telephones

Multi Feature Changes per Telephone \$ 5.00

- Features include:**
- Accept 2nd Call
- ADN Appearances
- Call Hunt Groups
- Common Bell Group
- Dialing Class of Service (COS)
- Diversions (Diversions to Voicemail are free)
- Group Pickups
- Hot Line
- (IAD) Speed Numbers
- MDN Appearances
- Reassign Extension Numbers
- Change (Swap) ODN

Suspension and Reactivation of Service (Per Line)

Suspension of Service \$15.00

Reactivation of Service \$15.00

No Charge Feature Changes

- Deletions
- Diversions to Voicemail
- Harassment Telephone Number Changes
- TMS Number Changes

Voicemail

Add New Voice Mailbox

Installation Charge per Voice Mailbox..... \$15.00
(Includes change of diversion point if requested)

Billable Voicemail Changes per Mailbox

(One or multiple changes per mailbox) \$15.00
Mailbox Number change
Mailbox Class of Service change
Reset Security Code
Greeting/Call Menu recording change by Voicemail Staff
Caller Menu Programming change

Free Voicemail Changes per Mailbox

(One or multiple changes per mailbox) \$ 0.00
Mailbox Name change
Message Waiting Light change
Zero Position change
Add or change diversion point to Voicemail (5-1000)
Mailbox billing information change

Monthly Charges

Basic \$ 5.00
Basic with 50 messages \$ 6.00
Basic with 135 messages \$10.00
Basic with Long Greeting \$ 6.00
Caller Menu (ECP) \$ 8.00
Enhanced..... \$ 8.00
Forms \$ 5.00
Listen Only \$ 8.00
Shared Extension (Campus Messenger) (standard greeting) ... \$ 0.00
Shared Extension (Campus Messenger) (personal greeting) ... \$ 5.00
NetCom Rep mailbox \$ 0.00
System Distribution List \$10.00
Transfer..... \$ 1.75

(There is also a Digital Line Charge of \$ 8.00 per month for mailboxes that are not associated with telephone equipment but can be dialed directly from off-campus)

To order Voicemail services or to receive more information, please call 7-4357.

Contact Center (ACD/Solidus)

Contact Center Installation Charges

New Group configuration	\$350.00
ACD Pilot	\$20.00
ACD Agent Install (each)	\$10.00
ACD Supervisor (each).....	\$10.00
Reporting Software (per license)	\$500.00

Monthly Charges

ACD Agent	\$ 35.00
ACD Pilot	\$ 0.00
ACD Desktop Manager Supervisor	\$ 50.00
ACD (Queue) Message	\$ 8.00
ACD Report (Information Manager/Report Manager)	\$ 50.00

To order Contact Center/ACD Services or to receive more information, please call 7-4357.

4220 Telephone

(Telephone feature installation is at no additional charge on new installations.)

Add New 4220 Telephone

*(With Existing Jack)

Telephone	\$ 50.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 85.00

Upgrade to 4222 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Upgrade to 4223 Telephone

Upgrade Telephone.....	\$ 25.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 60.00

Upgrade to 4223A Telephone

Upgrade Telephone.....	\$ 50.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 85.00

Upgrade to 4225 Telephone

Upgrade Telephone.....	\$ 75.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 110.00

Move 4220 Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

4222 Telephone

(Telephone feature installation is at no additional charge on new installations.)

Add New 4222 Telephone

*(With Existing Jack)

Telephone	\$ 75.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 110.00

Upgrade to 4223 Telephone

Upgrade Telephone.....	\$ 25.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 60.00

Upgrade to 4223A Telephone

Upgrade Telephone.....	\$ 50.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 85.00

Upgrade to 4225 Telephone

Upgrade Telephone.....	\$ 75.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 110.00

Downgrade to 4220 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Move 4222 Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

4223 Telephone

(Telephone feature installation is at no additional charge on new installations.)

Add New 4223 Telephone

*(With Existing Jack)

Telephone	\$100.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$135.00

Upgrade to 4223A Telephone

Upgrade Telephone.....	\$ 25.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 60.00

Upgrade to 4225 Telephone

Upgrade Telephone.....	\$ 50.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 85.00

Downgrade to 4222 or 4220 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Move 4223 Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

4223A Telephone (with 1 Panel/17 Keys)

(Telephone feature installation is at no additional charge on new installations.)

Add New 4223A Telephone

*(With Existing Jack)

Telephone	\$125.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$160.00

Upgrade to 4225 Telephone

Upgrade Telephone.....	\$ 25.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 60.00

Downgrade to 4223, 4222 or 4220 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Move 4223A Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

4225 Telephone (5 line LCD display/with 17 Keys)

(Telephone feature installation is at no additional charge on new installations.)

Add New 4225 Telephone

*(With Existing Jack)

Telephone	\$125.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$160.00

Downgrade to 4223A, 4223, 4222 or 4220 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Move 4225 Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

211 Telephone

(Telephone feature installation is at no additional charge on new installations.)

Upgrade to 4220 Telephone

Upgrade Telephone.....	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Upgrade to 4222 Telephone

Upgrade Telephone.....	\$ 25.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 60.00

Upgrade to 4223 Telephone

Upgrade Telephone.....	\$ 25.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 60.00

Upgrade to 4223A Telephone

Upgrade Telephone.....	\$ 50.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 85.00

Upgrade to 4225 Telephone

Upgrade Telephone.....	\$ 75.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 110.00

Move 211 Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

212 Telephone

(Telephone feature installation is at no additional charge on new installations.)

Upgrade to 4222 Telephone

Upgrade Telephone.....	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Upgrade to 4223 Telephone

Upgrade Telephone.....	\$ 25.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 60.00

Upgrade to 4223A Telephone

Upgrade Telephone.....	\$ 50.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 85.00

Upgrade to 4225 Telephone

Upgrade Telephone.....	\$ 75.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 110.00

Downgrade to 4220 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Move 212 Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

213 Telephone

(Telephone feature installation is at no additional charge on new installations.)

Upgrade to 4223 Telephone

Upgrade Telephone.....	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Upgrade to 4223A Telephone

Upgrade Telephone.....	\$ 25.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 60.00

Upgrade to 4225 Telephone

Upgrade Telephone.....	\$ 50.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 85.00

Downgrade 4222 or 4220 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Move 213 Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

213A Telephone

(Telephone feature installation is at no additional charge on new installations.)

Upgrade to 4225 Telephone

Upgrade Telephone.....	\$ 50.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 85.00

Downgrade to 4223A, 4223, 4222, or 4220 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Move 213A Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

213B Telephone

(Telephone feature installation is at no additional charge on new installations.)

Upgrade to 4225 Telephone

Upgrade Telephone.....	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Downgrade to 4223A, 4223, 4222, or 4220 Telephone

Feature Change	\$ 5.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 40.00

Move 213B Telephone

*(To existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

Network Connection

(Where Possible)

Add 10MBS or 100MBS Network Connection

*(With Existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

Private LAN Connection

(Local Area Network)

Add Private LAN Connection

*(With Existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

*If no jack exists, an estimate for installing a new jack should be requested through your Customer Service Representative.

Analog Line

Add New Analog Line, No Instrument

*(With Existing Jack)

Analog Line	\$170.00
Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$205.00

Move Analog Line, No Instrument

*(To Existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

Common-Bell

Add Common Bell to Single Telephone

Analog Line	\$170.00
Bell.....	\$ 50.00
Estimated Labor Charge	\$ 35.00
Feature Change on Telephone	\$ 5.00
	=====
Sub-Total	\$260.00
*Wiring of Bell.....	\$
	=====
Total Estimate	\$

Add Common Bell to Group of Telephones

Analog Line	\$170.00
Bell.....	\$ 50.00
Estimated Labor Charge	\$ 35.00
	=====
Sub-Total	\$255.00
Feature Change per Telephone	\$ 5.00
*Wiring of Bell.....	\$
	=====
Total Estimate	\$

Move Analog Line, No Instrument

*(To Existing Jack)

Estimated Labor Charge	\$ 35.00
	=====
Total Estimate	\$ 35.00

Special Circuits

Add Special Circuit (per pair)

*(With Existing Jacks)

Estimated Labor Charge	\$ 70.00
	=====
Total Estimate	\$ 70.00

*Your Customer Service Representative will arrange for an estimate of the cost to wire in the actual Bell.

Telephone Headsets

We offer two basic types of telephone headsets for use on campus with the Administrative Telephone System.

Convertible

Single ear left or right adjustable that can be converted from headset to over the ear piece.

Convertible (single ear left or right)	\$165.00
Wireless	\$215.00

Please contact your Customer Service Representative to make arrangements.