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Making Calls

Calls inside the Collington campus are free of charge. Local calls are included in your monthly fee, and there is an additional charge for domestic long distance, international, and Information calls. **Phone call rates** are published annually in the Schedule of Ancillary Fees and are subject to change with notice.

Calls to Collington extensions

When you are on campus, or from your home phone, dial the four-digit number as found in the Telephone Directory.

Example: To call Security, pick up the handset and dial 2020. Do not dial 9 or 1. There is no charge for calls within Collington.

Local Calls

To place a local call from your home phone,

- Dial 9, then the 10-digit phone number.
- The following area codes are generally considered “local”: 202, 240, 301, 410, and 443. Some exchanges within these area codes may fall outside the LATA and are considered long-distance.

Long Distance Calls

To place a long-distance call from your home phone,

- First, dial 9.
- Dial 1, followed by the 10-digit phone number.

International Calls

To place an international call from your home phone,

- First, dial 9. Then,
- Dial 011 to access international calling. Then,
- Dial the country code for the country you are calling. Then,
- Dial the local number you are calling.

If you don't know the country code, this website provides country calling codes information: <http://www.countrycode.org>

- Some International Country Codes are:
 - Canada 1
 - Belize 501
 - Brazil 556
 - France 33
 - Germany 49
 - Hong Kong 852
 - Ireland 353
 - Italy 39
 - Mexico 52
 - Spain 34
 - United Kingdom 44

What determines whether a call is local or long-distance?

Whether a call is local or long distance is determined by your LATA (Local Access Transport Area). LATAs are geographical boundaries set by the federal government and determine local calling areas and extended calling service. In comparison, InterLATA calls are made outside of the LATA and are generally considered long distance calls.

Call waiting

If you are on a call and you receive another call, you will hear a series of beeps or blips and IF you have a caller ID enabled phone, you may also see a second caller ID on the screen.

- Ask your first caller to hold, depress the flash button (don't HOLD it down), and the second incoming call will be connected.
- To switch back to the first call, depress and release the flash button again.
- To turn **OFF** call waiting – dial **8

Information 411

- To dial Information, (411) dial 9 4 1 1. There may be a slight delay, about ten seconds, before Directory Assistance answers. Remember, this is a toll call.
- You may call 1-800-Free-411 (1-800-373-3477) for advertising supported toll-free information listing. You will have to listen to an ad or two but the service is free and has been very reliable.

Voicemail

You may use the voicemail system from your home phone **without** enrolling. However, if you want to be able to access or manage your voicemail from somewhere other than your home phone, you will need to enroll first.

Enroll in voicemail

- Dial your **OWN** ten digit phone number
- When the automated greeting come on, press * (Star) while the greeting is playing
- Enter your **FOUR digit extension** as your “ID” then press # as prompted
- The first time you access your voicemail, enter the default pin, 12345 then press # as prompted.
- Follow the prompts for continuing the process or changing your pin.
- See also, SETUP OPTIONS

Change your voicemail pin (Personal Identification Number)

If you would like to change your PIN,

- Access your voicemail.
- Press 4 for “Setup Options”
- Press 3 for “Preferences”
- Press 1 for “PIN”
- Follow the prompts

Unlock your voicemail

If you accidentally enter the incorrect PIN five times, the system will lock your voicemail. To unlock your voicemail, call extension 7699 or send an email to aharrison@collington.kendal.org. Do NOT give your PIN. We will unlock your voicemail and change your PIN to a default number. You will then be able to log in and change the PIN or manage your voicemail.

Customize your greeting

- Access your voicemail as above.
- When your voicemail greeting starts playing, dial 41.
- The system will play your current greeting; follow the prompts to change the greeting if you wish to do so.
- You may do this at any time, and you may also revert to the standard system announcement after recording a new greeting if you so choose.

Greeting Shortcuts

From your home phone, to change or review your greeting,

- Access your voicemail
- Enter your PIN and then #, if prompted, then
- 41 Change your voicemail greeting
- 412 Turn on or off your alternate greeting
- 432 Change your recorded name

Check your voicemail

To access your voicemail, from your **home** phone:

- dial **7200**
- you will now hear your messages

If you have a speed dial button on your phone, it may be programmed to call voicemail.

How do you know there is a voicemail message?

- There **will** be a stuttering tone before the dial tone when you pick up your handset that indicates you have messages waiting.

The phone system is capable of activating a visual message waiting indicator light. Not all phone models are compatible with this signal, but most modern telephones will indicate a message waiting on the digital screen. If you want a phone that has a bright message waiting indicator light, we have found Cortelco makes two models that are compatible – the 1210 and the 1211. They are available commercially, or we can order one for you for our price, \$50.

Navigate around voicemail messages

Press “**1**” at end of a message to **replay the entire message**.

Press “**2**” at end of a message to **save the message**.

Press “**3**” at any time during or after a message to **delete the message**.

During the message playback

- 1 Restart the message replay
- 2 Save the message
- 3 Delete the message
- 4 Slow the message playback speed
- 6 Speed up the message playback
- 7 “Rewind” the message
- 8 Pause the message/Resume message playback
- 9 Fast-forward
- # Fast-forward the message playback
- ## Skip the message playback, but save it.

After the message playback

- 1 replay the message
- 2 Save the message
- 3 Delete the message
- 4 Reply to the message
- 5 Forward the message to another extension
- 7 “Rewind” the message
- 9 Message Properties
- # Save the message as is

Check your voicemail from off-campus

If you would like to check your voicemail from somewhere other than your home:

- Dial your **OWN** ten digit phone number, including area code and exchange
- When the greeting come on, press * (Star) while the greeting is playing
- Enter your **FOUR digit extension** as your “ID” then press # as prompted
- Enter your PIN (personal identification number), then press #
- You will be able to listen to your messages or perform other functions

NOTE: In order to access or manage your voicemail from other than your home phone, you will need to ENROLL in the voicemail first. See Enroll in Voicemail, page 4

Leave a message on someone’s voicemail

You may leave a message in someone’s voicemail box without ringing their telephone first, such as if it is late at night, early in the morning or you know they have guests. As long as you are calling from a Collington phone to a Collington phone,

- Dial **9 and the four digit extension.
- Leave a message after the greeting.

Opting out of voicemail

We discourage opting out of voicemail. Collington does make “broadcast” calls in emergency situations or to provide updates on closures, weather conditions, trash or recycling changes, etc. Opting out of voicemail means you won’t receive those announcements.

Call Forwarding

Forward all calls directly to voicemail

Also known as Do Not Disturb

You may forward all your incoming calls directly to voicemail. The phone will not ring, but if you have a visual message waiting indicator, it will show when a voicemail message is in your mailbox. From your home phone,

- Dial **7 to forward all calls to your voicemail
- **2 to turn off call forward

Forward all calls

You may forward all calls to your home number to phone number. To do this, from your home phone,

- Dial **1
 - You will hear two beeps
- Dial the full telephone number to which you would like to forward your calls
 - You must dial the forward-to number just as though you were calling it – including dialing a 9 FIRST, the area code, exchange, and number. If it is a long distance call, you must dial 9 then 1. If you forward your calls to a number that is long-distance, all forwarded calls will be long-distance calls and will incur a long-distance call charge (see Making Calls, page 3)
- To cancel Call Forwarding, dial **2 from your home phone.

NOTE: Please do not forward your calls to another extension that is not assigned to you unless the person who is at that extension is aware of your intent and has agreed. If you are temporarily in the health center, you may forward your calls to your health center room for the duration of your stay, if you wish.

System announcement of your name

If the system announcement of your name in your voicemail greeting is not understandable or if the name order is wrong, please let us know, we will correct it. If you desire, for privacy, we can also replace your name with “Extension XXXX” where XXXX=your extension. Your name will not be announced at all.

- Send an email to aharrison@collington.kendal.org or leave a message at extension 7699 or extension 4788.

Setup Options

If you would like to review the settings for your greeting, messages, preferences, or transfer options, from your home phone,

- Access your voicemail
- Enter your PIN if prompted, then press #
- Press 4 for “Setup Options”
- Select:
 - 1 for “Greetings”
 - 2 for “Message Settings”
 - 3 for “Preferences”
 - 4 for “Transfer Settings”
 - 0 for “Help”
 - * to exit the menu

Report Malicious Callers

If you receive prank or harassing calls, or sales calls that are offensive or frightening, you can log the call in the system as a malicious call. This will enable our vendor to track calls in the event future action is necessary.

- While you are on the call, press * three times – that is, dial ***

Using an answering machine

- You may use an answering machine with the Collington phone system; it should be set to pick up at less than 5 rings in order to answer before the system voicemail.

Caller ID

- If you have a caller ID enabled phone, the source of inbound calls will show. If the caller is blocking their number, it may show as “private” or “blocked.” Calls originating from some areas may come up as “unavailable.” This is not an error in our telephone system; it is coming from the caller’s line.
- Outbound calls will show the caller as “COLLINGTON” and the phone number of the originating caller.

NOTE: As of March 13, 2015, outbound caller ID is not accurate for all callers. Collington is working with the phone company to ensure all outbound callers are identified as “COLLINGTON.” There is an issue with the phone company database and some users report that the outbound caller ID shows inaccurate caller information. We have been working with the phone company since we

were made aware of this problem and hope to have it fully resolved soon. The phone number is correct, the text label may not be.

Work Order

- You may dial 2151 to leave a Work Order for the Facilities Team. If the Facilities offices are closed, the calls will automatically be forwarded to the Security Desk.

Courier Announcement

- The Courier Announcement is extension 2212.

Questions

- If you have any questions about the phone system, or need assistance using the phone or voicemail, please call Extension 7699 and leave a message.
- Or you may email bmeyer@collington.kendal.org

Voicemail Distribution Lists (Broadcast messages)

Users have up to 10 personal distribution lists. To create a distribution list, access voicemail, enter your pin if prompted, and then enter

- 4 (setup options)
- 2 (message settings)
- 4 (private lists) and
- 2 (change private lists)

HINT: Save the list with a simple name or a number that you can remember, you will need to search for this name or number when you send a message to this list, or need to edit list membership. To search by number, hit ##.

To send a message to a distribution list:

- access your voicemail, enter your pin and press #, if prompted
- select option 2, send a message
- record your message
- then enter the name of the distribution list to search when prompted
 - You may add the other distribution list to your broadcast message
- Helpful Distribution List prompts after recording the message:
 - 1 mark it urgent
 - 4 mark for future delivery
 - 5 review your recorded message
 - 6 re-record your message
 - 7 append your message
 - 91 add names to the distribution
 - 92 Hear and delete names from the distribution of this message
 - 95 Copy yourself on the message
 - * Cancel the message
 - # send message

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