



TELECOMMUNICATIONS GUIDE

WELCOME TO BISHOP'S UNIVERSITY!

Your residence phone package includes a telephone (with an individual extension number), local calling services, and special calling features such as voicemail.

**External callers can reach you by dialling
819 822-3990 followed by your 4-digit extension.**

Telephones

Each student is provided with a phone in his or her room that is included in residence fees as a part of the on-campus package. The telephones operate on a network based system, meaning that **only the telephone provided will operate** in the room. Fax machines and analog telephones cannot be used in residence.

Phones are the property of the University. Each student is responsible for his or her phone, and will be charged a replacement fee should it be damaged. Students can contact the Residence Office at extension **2685** or the Reception Office at **0** for assistance if any technical telephone problems occur during the course of the school year.

Internet service can not be provided over the telephone, and may cause damage to the system. Use of dial-up internet services will result in cancellation of your phone access. Separate high-speed internet access is provided separately to students.

Long-Distance

Bishop's does not offer long-distance plans for phones in residence, and encourages students instead to purchase calling cards for personal use. The university bookstore carries

The Extension

The number assigned to your room is dedicated to that location, and does not change when residents move in or out. If there are extenuating circumstances that lead you to believe that your number should be changed, you should first contact the Residence Services Office.

Voicemail Instructions

Please follow these new instructions to set up your voicemail.

Voicemail messages can be retrieved from any touch-tone phone anywhere, whether you are in your room, off-campus or calling in from your home. Simply call **819 822-9602** to enter the voicemail system. Your voicemail inbox number is your 4-digit extension, and you will be prompted for your password.

Log Into Voicemail Upon Arrival:

Using a touch-tone telephone:

- Lift handset and dial voicemail access number **4444**, or press **message key**. From off-campus, dial **819 822-9602**.
- Dial your 4-digit mailbox number, then press **#**
- Dial your starter password (Your starter password is **0+4-digit** mailbox number), then press **#**. You will hear a message stating your temporary password must be changed.

To change:

- Dial **84**
- Enter "starter" password (**0 + 4-digit** mailbox number), then press **#**.
- Enter new password (minimum 4 digits), then press **#**.
- Re-enter new password, then press **#**. You will then need to record your personal mailbox message.

To record your message:

- Dial **82**
- Select the greeting type:
 - Press **1** for external greeting
 - Press **2** for internal greeting
 - Press **3** for temporary greeting
 - Press **9** for **Personal Verification**
 - Press **5** and wait for tone
 - Record your greeting, then press **#**.
- [Note: Press **2** to replay your recorded greeting]
- Press **4** to go back to the main menu
- Press **83** to exit the voicemail system

You have successfully initialized your mailbox!

Log In

Using a touch-tone telephone:

- Dial voicemail access number **4444**, or from outside dial **819 822-9602**
- Dial your mailbox extension and #
- Dial your password and #

Deleting your Messages

- While playing a message, press **76**
- You can restore a deleted message if you have not exited from your voicemail inbox by going to the deleted message and pressing **76**.
- **Please delete all of your messages** once you have listened to them.

Voicemail Commands

- 1 = Skip back
- 2 = **Play**
- 3 = Skip Forward
- 4 = Previous Message
- 5 = Record
- 6 = Next Message
- 7* = Message Commands
- 8* = Mailbox Commands
- 9 = Call Sender
- 0 = Attendant/Thru-Dial
- 71 = Reply
- 73 = Forward
- 76 = **Delete/ Restore**: note that once you have hung up (logged out) you can no longer restore a message
- 82 = Change Greeting
- 84 = Change Password
- 83 = Personal Verification

FREQUENTLY USED NUMBERS

Business Office: 2655
Counselling Office: 2695
Health Clinic: 2696
ITS Help Desk: 2273
McGreer Reception: 0
Printing Office: 2613
Records Office: 2682
Residence Office: 2685
Security: 2711
Sports Centre Control Desk: 2669

Making Calls

Emergency Calls

In the event of an emergency, call **Campus Security** at extension **2711**. Campus Security will contact Police, Fire or Ambulance Services as needed.

Internal Calls

To reach another residence room or Resident Assistant, dial their 4-digit extension number.

Local calls

Dial 9 + 10-digit local telephone number.
Example: 9 819 822-3990

Long-Distance & International Calls

Refer to the instructions on the back of your calling card (may be purchased at the university bookstore.)

Toll-Free Calls

Dial 9 + (1 800, 1 877, or 1 866) & phone number.
Directory assistance (411) is **NOT available** on campus other than payphones. You can use these online directories instead:

www.canada411.com

www.yellow.ca

Helpful hints

Do **NOT** unplug your phone - this will result in deactivating your phone, which will need to be reactivated by the Reception Office.

At the end of the year

Please note that **all voicemail will be deleted** and inactive at the end of the winter semester.

Troubleshooting

No dial tone? Please try the following, before reporting a problem.

- ♦ Check to see that the cord is properly plugged in at the wall as well as at the base unit. Be sure it is plugged in the jack designated for the phone.
- ♦ Make sure the handset spiral cord is securely plugged into the handset and the base unit.
- ♦ Static on the line: check the spiral cord connection.
- ♦ If everything is plugged in securely, report a problem to the Residence Office (**2685**) or the Bishop's operator (**0**), open Monday through Friday, 8:30 am to 12:00 and 1:00 pm to 4:00pm.

For voicemail & long-distance plan assistance,
please contact extension **0**.

Residence &
Conference Services

