DEPARTMENTAL LISTING

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BUILDING KEY  Example: SC-201 = Science Building - Room 201
F=Facilities/Maintenance  LT=Lorusso Technology Building  N=North Building  SC=Science Building
GC=Grossman Commons  MV=Martha's Vineyard  NA=Nickerson Administration  T=Tilden Arts Center
LF=Life Fitness  MW=Maureen M. Wilkens Hall  PA=Plymouth Airport  WL=Wilkens Library

OUTSIDE LINE: From outside the campus system, (except where already noted,) you may dial direct by calling 774.330. (plus the four digit extension.) Example: extension 5555 would be 774.330.5555.

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E

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P/T Plumber, Robert Solmonte, F-107
Administrative Assistant, Mark Waldruff, F-107
Electrician, Steve Zazzera, F-102
Maintainers
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Murat Booker, F-107
John Carloni, F-107
Matthew Cuneo, F-107
Marc Dumas, F-107
Derick Jajko, F-107
John Krivak, F-107
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LIFE FITNESS CENTER (see Campus Life)

M

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**SERVICE LEARNING** (see Community Engagement)

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PHONE AND VOICE MAIL SYSTEM
USE AND INSTRUCTIONS

PHONE MODEL NUMBERS ARE ON THE FACE OF THE BASE, EITHER UNDER THE HANDSET OR LISTED ON THE TOP T. MODEL#'S ARE: 401, 410, and 420

MAKING A CALL
• To make an on-campus call – dial the 4-digit extension directly
• To make an off-campus call – dial 8 then 1 then the number, even local calls

No calls are allowed to be placed to classrooms. Emergency calls for students are to be put through to the Enrollment Management Office X4818, NOT to classrooms, where a determination will be made whether to disturb the student in class or not.

CALL PICKUP - To pick up a call ringing on another phone:
• 401 phone: press *6 if the person is in your pickup group / to pick up a phone not in your pick up group
  Press **6, then the extension number of the phone you wish to pick up
• 410 / 420 phone - phones in your pickup group are programmed as buttons on the phone – just push the button of the phone that is ringing (an arrow indicates the ringing number)

CALL HOLD - To place a call on hold:
• To activate - press the flash key (on a 401 phone) / press the hold key (on a 410 / 420 phone)
• To retrieve - press #7 (on a 401 phone) / press key with flashing arrow (on a 410 / 420 phone)
• To retrieve at another phone - press ##7 and the extension number

CALL TRANSFER - To transfer a call to another extension:
• To activate - 401 phone: press Trans/Conf and dial extension
  410 / 420 phone: press flash key and dial the other extension
• Announce call or hang up (call will be transferred)

CALL FORWARD - To forward your calls to another extension while you are out. If no one answers at the other extension, YOUR voice mail will answer the call:
• To activate - press *8 and the extension number you wish to forward to. (the phone will make a stuttering dial tone until cancelled.) To cancel - press ##8

CALL FORWARD – I AM HERE - To get your calls while you are at another extension:
• To activate - at your new location, press *20 and your personal extension number
• To cancel - at your new location, press ##8 and your personal extension number

CONFERENCE CALL - To speak to more than one extension or outside phone in a single phone call please call x4004 a few days prior to making a call.

CHANGE THE RING TONE - To change the type of ring on your phone:
• Lift Handset and press *33
• Press 33 again (phone will begin to ring)
• Press Volume tone key up or Volume tone key down to select ring
• Hang up to keep selected ring tone

ACTIVATE YOUR VOICE MAIL BOX - To set up your voice mail box for the first time:
• Lift the handset and Press 28 (if on campus) OR dial 508 375-4050 (if setting up from home)
• Wait for the recording then press * and your voice mail box number
• When prompted for a pass code, enter your temporary pass code (which should be your extension #)
• Follow the tutorial (call X 4004 if you are told you have an invalid mailbox)
• Remember your pass code.

RETRIEVE MESSAGES FROM YOUR PHONE
• Lift handset.
• Press 22 (on a 401 phone) / Press VMAIL key (on a 410 and 420 phone)
• Follow instructions on recording
• Enter your pass code
RETRIEVE MESSAGES FROM ANOTHER PHONE – when the phone extension number is different than your voice mail number such as adjunct faculty offices.
• Lift the handset
• Press 28 and wait for the recording
• Press * then your voice mail box number
• Wait for the recording then enter your pass code and follow the instructions

RETRIEVE MESSAGES FROM HOME
• Call 508 375-4050 / wait for the recording
• Dial * then your voice mail box number
• Wait for the recording then enter your pass code and follow the instructions
  • Press 7 to play messages
  • Press 3 to delete messages
  • Press 5 to keep messages
  • Press 9 when you exit

TO CHANGE YOUR GREETING, NAME OR PASS CODE
• Press 28 (if on campus) OR Dial 508 375-4050 (if calling from home)
• Wait for the recording then press * and your voice mail box number
• Wait for the recording then press 8 (for User Options)
• Follow the instructions
  • Press 4 to change your greeting
  • Press 6 to change your name
  • Press 7 to change your pass code
  • Press 8 to follow the tutorial

MESSAGE CONTROL - To control voice mail messages while they are playing back:
• Press 1 to pause (press * to resume)
• Press * to rewind 5 seconds
• Press # to forward 5 seconds

GIVE A MESSAGE - To give a message to someone else after listening to it:
• After listening, press 4 then enter a voice mail box number
• Press # to record an additional message and press # again after your additional message
  (Optional: press 6 then 8 for urgent OR press 6 then 2 for confidential)
• Press 9 to send message

DISTRIBUTION LIST - To create or modify a distribution list for multiple voice mail boxes:
• Press 28 and wait for the recording
• Press * and your voice mail box number
• Wait for the recording then enter your pass code
  • Press 8 for user options
  • Press 5 for distribution list then enter a list number (3 digit maximum)
  • Press 6 to record a name (press 9 to end recording)
  • Press 2 to add number to the list
  • Press 3 to delete numbers on the list
  • Press 7 to listen to number on your list
• Press 9 to exit

SENDING MESSAGE TO A DISTRIBUTION LIST - To send a message to multiple voice mail boxes at the same time:
• Press 28 and wait for the recording
• Press * and your voice mail box number
• Wait for the recording then enter your pass code
• Press 6 and Distribution List number
• Press # and record your message
• Press # after your message (Optional: press 6 then 8 for urgent OR press 6 then 2 for confidential)
• Press 9 to send message