



CAPE COD
COMMUNITY
COLLEGE

Powerful Futures Start Here

FALL 2017

CAMPUS DIRECTORY

Departments | Faculty | Staff



DEPARTMENTAL LISTING

EMERGENCY DIAL 3333 from any extension, or 911

BUILDING KEY Example: SC-201 = Science Building - Room 201

F=Facilities/Maintenance
GC=Grossman Commons
LF=Life Fitness

LT=Lorusso Technology Building
MV=Martha's Vineyard
MW=Maureen M. Wilkens Hall

N=North Building
NA=Nickerson Administration
PA=Plymouth Airport

SC=Science Building
T=Tilden Arts Center
WL=Wilkens Library

A

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Tutoring Center - 111 Maureen M. Wilkens Hall			4352
Reading & Writing Resource Center - 108 Maureen M. Wilkens Hall			4526
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Campus Engagement & Wellness Programs**4680**

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Life Fitness Center**4465***P/T Assistant, Paul Driscoll, LF-G13*

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Cotton Center for Real Estate Studies

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COTTON CENTER FOR REAL ESTATE STUDIES (see CCAPE)		5010
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DISABILITY SERVICES (see O'Neill Center for Student Access and Support)

E

EARLY CHILDHOOD EDUCATION (see Social Sciences, Behavioral Sciences & Human Services)

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Tilden Arts Center

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 Louise Deutsch, T-217
 Tom Driscoll, N-206
 Christine Esperson, N-239
 Rosario Gomez-Wixon, N-207
 Lee Haselton, N-239
 Michael Helfen, N-238
 Martha Holden, N-207
 Christine Jacques, N-239
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 Polly Lincoln, N-238
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X Y Z

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**Cape Cod Community College
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 RIGHT. 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**

PHONE AND VOICE MAIL SYSTEM USE AND INSTRUCTIONS - page 2

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 enter your **pass code**
- 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