

# HARTNELL COLLEGE - Phone System Help Guide

This handout was designed to educate the users of the Hartnell College phone system on how to better utilize the many different functions of the phone system.

Below are the topics covered with accompanying page number for quick lookup:

- What are the different types of phones used at Hartnell College? [page 2]
- What are the different PBX campus sites at Hartnell College? [page 2]
- Why are there different 3-digit prefixes on campus and what are their extension ranges? [page 2]
- Why am I able to reach some extensions directly from off-campus and not others? [page 3]
- Why do I sometimes need a long distance access code to dial from a phone on campus? [page 3]
- Why are personal calls discouraged even though I'm making local calls? [page 4]
- How do I use the "hands-free" feature? (**digital phones only**) [page 4]
- How do I access my voice mail from ON-campus or OFF-campus? [page 5]
- How do I set Call Forwarding? [page 5]
- How do I avoid a common Call Forwarding pitfall? [page 6]
- How do I program my available Speed Dial buttons? (**digital phones only**) [page 6]
- How do I make a 3-Way Conference Call? (**digital phones only**) [page 6]
- How do I make up to an 8-Way Conference Call? (**digital phones only**) [page 7]

The information contained in this handout is also available on the Faculty and Staff Intranet at <http://panther.hartnell.edu/> (password and username required). Navigate to **FAQ > Administrative Information Systems > Campus Phone System** or copy and paste the following url into your web browser address bar <http://panther.hartnell.edu/help/category.php?catId=8> (password and username required)

For **online access** to the most current phone directory listing, go to [www.hartnell.edu](http://www.hartnell.edu) and select "**Faculty/Staff Directory**" under Quick Links.

A **file copy** of the most recent version of the "**Faculty/Staff Directory**" can be found on Hartnell's internal network in the "**R:\HR\Directory**" directory in either Microsoft Excel or Adobe PDF format.

Additional **copies of this document** can be found on Hartnell's internal network in the "**R:\AIS**" directory entitled "**Phone System Help Guide.doc**".

We hope that you will find this guide as a useful tool in your day-to-day work experiences here at Hartnell College. Please feel free to contact me directly if you have any further phone questions or comments. Thanks!

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## What are the different types of phones used at Hartnell College?

- You will be using either a **Digital** or **Analog** phone.
  - The current types of installed **digital** phones are either **DTerm Series III, E or i NEC** phones (*they all have the same capabilities*)
  - The **analog** phones vary. On campus you will see a variety of analog phones. Your department can buy their own analog phones if they wish, but we also stock quality analog phones for you. If your department decides to go out and buy their own analog phones, please make sure that they have “message waiting lamp” capabilities that will indicate when you have a voice message waiting. Also, all **fax** lines are **analog** lines.
  - You **cannot** connect a digital phone to an analog **phone jack** and vice versa.
  - You **can swap** digital **phones** with each other as well as swap analog phones.
- \*\*Note: We discourage the swapping of digital phones unless it's within a department because the department owns the phone, the port and the accompanying number. We keep track of these in a database.*

## What are the different PBX campus sites at Hartnell College?

There are currently 4 different campus sites for Hartnell College and 2 PBX's.

<u>Site</u>	<u>Which PBX is used?</u>	<u>Access code</u>
- Main Campus	PBX on Main Campus	Dial 8 to get out
- East Campus	PBX on Main Campus	Dial 8 to get out
- Natividad Hospital	PBX on Main Campus	Dial 8 to get out
- King City Campus	Has its own “new” PBX	Dial 9 to get out

*\*\*Note: At this time both PBX's are completely separate from each other, but will be integrated in the near future. If you want to make a call from Main Campus to King City and vice versa, you will need to dial 8 (Main, East and Natividad) or 9 (King City), followed by the full 7 digit number*

## Why are there different 3-digit prefixes on campus and what are their extension ranges?

There are **4 different “prefixes”** used throughout the varying campus locations and the 4 digit extension ranges also vary to different degrees. The prefixes are **755, 759, 770** and **386** (*prefix 386 is for King City PBX only*). Most of these are considered **DID (Direct Inward Dial)** lines which give somebody off-campus the ability to call your phone number directly.

1. **755** ranges from extensions **6700-6999** (*Main and East Campus only*)
2. **759** ranges from extensions **6000-6099** (*Main and East Campus only*)
3. **770** ranges from extensions **6100-6199** (*Main, East and Natividad campus*)  
**770** ranges from extensions **7000-7099** (*Main and East Campus only*)
4. **386** ranges from extensions **7100-7199** (*King City PBX only at this time*)

**\*\* Natividad** phones specifically range from **770-6140 thru 770-6159**

**\*\* King City** phones specifically range from **386-7100 thru 386-7199**

## **Why am I able to reach some extensions directly from off-campus and not others?**

- Ranges **5000-5999** are called “**virtual**” extensions which only exist within our PBX system that are not PacBell DID (Direct Inward Dial) phone lines. **These extensions do not have the capability to be called “directly” from off-campus.** This is very important to note because after 5pm on weekdays and all weekend there is not an on-campus operator to answer calls and transfer them to you. The only other way to receive a call after hours and on weekends using a **5xxx** extension is for someone to call a DID from the above mentioned extension ranges (6700-6999, 6000-6199, 7000-7099) and for them to transfer the call to you. They are posing as the operator in this case. That is the only way to do it.
- Ranges **7200-7999 (Main Campus Only)** are actual PacBell lines but are also **non-DID** (Direct Inward Dial) lines. **These extensions also do not have the capability to be called “directly” from off-campus (same as the 5xxx extensions mentioned above).**

## **Why do I sometimes need a long distance access code to dial from a phone on campus?**

Each phone is setup with access restrictions based upon the employees job description and the departmental needs. Long distance codes are given out according to the department’s and the employee’s actual work needs.

To obtain a long distance access code our policy dictates that you need to submit a **signed memo** from your department head or manager and also a signature from your dean or vice president. Included in the memo should be the **level of access** needed. Emails sent directly from your dean or manager are not valid in place of a signature. Please send the memo to the AIS department.

The access level choices are as follows:

- 7 - On-campus only**
- 6 - Local only** (*Salinas and Monterey areas*)
- 5 - Hartnell District** (*Santa Cruz down to King City*)
- 4 - Northern California only**
- 3 - All of California**
- 2 - All of USA**
- 1 - International**

*Examples: If you needed to be able to call someone in the state of New York you would need access level 2 (All of USA). If you only needed to be calling people in southern California then you would need access level 3 (All of CA).*

***\*\*Important Note:** These **access codes** should **not be shared** with anyone either inside or outside of your department. You will be responsible for any calls made with your access code. We have call-accounting software that lets us track every call that is made with your access code from any phone on campus..*

## Why are personal calls discouraged even though I'm making local calls?

- **Outgoing** calls made to local Salinas numbers and surrounding communities as well as to the Monterey Peninsula and its surrounding communities (*Monterey, Pacific Grove, Carmel, Pebble Beach, Seaside, etc.*) are all considered "**local**" calls. Now, what's important about this is that the college is treated as a business and businesses are treated differently in that they charge us for every call whether it is local or long distance. On average, they charge us a penny a minute for **outgoing** calls made in and around Salinas and close to 3 cents a minute for calls made to the Monterey Peninsula and surrounding cities, which doesn't seem like much until you add up the 600+ phones and how often people are making local personal calls. Because of this, we highly discourage consistent personal calls on a daily basis. We understand how difficult it is to break certain habits, like calling multiple times a day to check your messages at home or checking on family members, calling friends, etc, but remember that the college has to pay for those calls and with 600+ phones on campus it can get very expensive, so use your cell phone minutes for this purpose if you have a cell phone. If we all do our part we can help save the college money which *may increase* the amount of money available to our departments each year. With our call-accounting software we can track local as well as long distance calls. Unfortunately, some people abuse these privileges and will be reprimanded for it. We hope that it never escalates to that level for any of you.
- Our policy dictates that we **do not allow** users to forward their phones to an outside **cell phone number** unless its an emergency. However, pagers are ok.

## How do I use the "hands-free" feature? (*digital phones only*)

There is a **hands-free feature** that I like to use on the digital phones. It allows you to answer a call without picking up the handset. It's very simple to program and very simple to remove the programming when you don't want it on.

1. Press **(FNC)** then **1** and your MIC light comes on
2. Press **(FNC)** then **5** and now your hands-free is ON

*Note: If you are fortunate enough to have an LED text display at the top of your phone then it will display which mode you are in when you are programming it.*

To answer a call in **hands-free mode** just press the **[SPKR]** button when a call comes in to your main line. To hang up press the **[SPKR]** button again.

To turn OFF hands-free you must:

Press **(FNC)** then **4** and now your hands-free is OFF

Another common way to use hands-free mode is to answer a call with the **handset** (earpiece) then go to into hands-free mode by **pressing and holding down** the **[SPKR]** button as you place the handset back in the **cradle**. Once in the **cradle** you can **release** the **[SPKR]** button and now you are in hands-free mode once again. If needed, you can pick up the **handset** again and you won't lose the call.

## **How do I access my voice mail from ON-campus or OFF-campus?** **(3 options)**

**\*\*Note** - *“ON CAMPUS” refers to Main, East and Natividad Campuses only*

If you are ON CAMPUS and at “your” phone in your office where you get your voice mail messages directly

Dial **6940** from “**your**” phone and enter password

If you are ON CAMPUS and using someone else's phone

Dial **6940** from their phone, press # when first greeting starts **followed by 9** and your **4 digit extension**, then you'll be prompted for your password

If you are OFF CAMPUS

Dial **755-6940**, when greeting starts press **9** followed by your **4 digit extension**, then you'll be prompted for your password

## **How do I set Call Forwarding? (3 options)**

If you want your phone to ring 4 times then go to Voice Mail (standard setup)

Dial **# 9**, wait for fast-busy signal, then **6940**

*(to cancel, dial \* 9)*

If you have only one line on your phone (no roll-over lines) and when you're on it (BUSY) another call comes in to your extension and you want it to go to Voice Mail instead of giving the caller a BUSY signal

Dial **# 8**, wait for fast-busy signal, then **6940**

*(to cancel, dial \* 8)*

If you don't want your phone to ring (while you're out of the office) and you want all of your calls to go directly to Voice Mail

Dial **# 7**, wait for fast-busy signal, then **6940**

*(to cancel, dial \* 7)*

**\*\*Important Notes** – *When setting any of the forwarding codes (7, 8 and/or 9) remember that #7 coding (going directly to voice mail) will always override #8 and #9 settings when calls come in to your extension, but also keep in mind that any #8 or #9 settings will still be programmed in the background, meaning that they won't go away until you force a \*8 or \*9 to delete them. Setting #7's and \*7's (on and off) will not affect any other earlier programmed #8 or #9's.*

*Most people will initially set up # 9 6940 on their phones as a default, then only set #7 6940 when they are not in their office, hence doing a \*7 to cancel the #7 6940 when they return to their office. #8 may or may not be set depending on whether or not you have roll-over lines in your office. Call us at 755-6789 if you need further help in understanding how to program the codes.*

## **How do I avoid a common Call Forwarding pitfall?**

If you ever encounter the situation where your phone message waiting lamp lights up, but you never heard the phone ring then you most likely have left your auto forwarding feature on (#7 6940). To turn it off just dial (\* 7), listen for tone then hang up.

## **How do I program my available Speed Dial buttons? (digital phones only)**

1. Press **[FNC]** and the FNC button lights up
2. Press the button that you want to program
3. Enter the **extension or code** that you want to program into the button
4. Press **[FNC]** and the FNC button light goes out

- **Example #1:** To program a button to turn ON AUTO-Forwarding so that when you leave the office all of your calls go directly to Voicemail

**[FNC]** >>> press **button** to program >>> enter **# 7 6940** >>> **[FNC]**

- **Example #2:** To program a button to turn OFF AUTO-Forwarding that you programmed above.

**[FNC]** >>> press **button** to program >>> enter **\* 7** >>> **[FNC]**

You have just created two buttons that automatically set and/or cancel your auto-forwarding-to-voicemail feature so that you don't have to remember the actual codes anymore 😊

## **How do I make a 3-Way Conference Call? (digital phones only)**

1. Press **[FNC]** [1], then **[FNC]** [5] to Turn "hands-free" On
2. Dial the first number - Ex. **[SPKR]** [8] **[number with area code if LD]**
3. With call in progress, ask party to hold
4. Press **[TRF]**, you will receive a "fast-busy" signal
5. Dial the desired 2<sup>nd</sup> number - Ex. **[8]** **[number with area code if LD]**
6. After the call is answered, press **[CNF]** - *the CNF LED will light up*
7. The 3-Way Conference call is now established.

**\*\*Note:** *If one of the parties hangs up, the other 2 will remain connected and the CNF LED light will go out*

**\*\*Note:** *We recommend that you do a test Conference Call with before the actual Conference call in order to get familiar with the procedure so everything goes smoothly when you do the actual Conference Call. We've found that this saves a lot of headaches and embarrassment.*

**How do I make up to an 8-Way Conference Call? (digital phones only)**

***\*\*IMPORTANT! Before you can use this “special” CONFERENCE CALLING SERVICE you MUST make an appointment with the AIS Department by calling extension 6789 or (755-6789) to schedule a call.***

The **maximum** number of connections for a conference call is **8**.

This new conference calling system has 2 components:

- (1) a conference **moderator**
- (2) conference **attendees** (up to 7 max)

The **moderator** initiates the conference call by calling (831) **770-7048**

The **attendees** are added to the call by calling (831) **770-7049**

The **moderator controls the conference call** by having the ability to “**lock**” the conference once everyone that was invited has joined. This is accomplished by the moderator pressing the “**0**” (**zero**) key on the moderator’s phone. Once the moderator presses 0 nobody else can join the conference.

**Important Notes:**

If the moderator and/or attendees are joining the conference call from phones located **on-campus (Main, East and/or Natividad campuses)** then they only need to dial the 4 digit extensions (**7048 or 7049**).

Anyone calling from the **King City campus** or a **local off-campus** phone must dial the full 7-digit number (**770-704x**).

Anyone calling from **outside of the local calling area** must include the (831) area code with their call (**831-770-704x**)

***\*\* (x is represented as either an 8 or 9)***