Intecom Phone Instructions

These instructions apply to the older phone system, the Intecom, which is being replaced over the winter of 2018-2019 with the new Mitel phone system. Instructions for the new phone system can be found at Using Your Drew Phone or Phone Line.

Placing a Call/Fax – Dialing Sequence

⌄ Placing a Call/Fax – Dialing Sequence

Calling on-campus	Dial the 4 digit extension
Calling local or long distance numbers	Dial 9 + 1 + 10 digit number. If you hear a beep, it means the call is long distance and you must enter your authorization code.
Calling international numbers	Dial 9 + 011 + Country Code + Phone Number + the # key*. After the beep, dial your authorization code.
Sending a Fax	- To send a fax, use the same dialing strings as above, including the authorization code if faxing off-campus. - When sending an international fax, make sure you enter a # after the number and before the authorization code. - You may find that you need to insert a pause into the dial string immediately before the auth code. The method for entering a pause varies from one fax machine to the next. - After you enter the dial string, press the "Send" key to dial the number and send the fax.

*Entering the # key is optional for most phone calls (though it is typically necessary when using a fax machine), it just speeds up the process a bit. Because international calls have variable lengths, the phone system does not "know" when you are finished dialing an international number and therefore will wait for several seconds after you've finished dialing before issuing the beep for the authorization code. Entering # tells the phone switch that you've finished dialing and forces it to prompt for an authorization code immediately.

Rings and Tones

⌄ Rings and Tones

Unlike a regular phone, the Drew phones have different types of rings and tones to inform you about different types of calls and functions.

Ring	What it Means
Single ring	Incoming call from on-campus
Double ring	Incoming call from off-campus
Triple ring	System Priority Call *
Tone	**What it Means**
Ring then beep	Called line is busy, on campus
Busy signal	Called line is busy, off-campus **
Single beep	Enter authcode for off-campus calls
Fast busy signal	Call cannot be processed
Constant ringing	Out of service ***

* The most likely reason for getting a System Priority Call is use of the Callback feature on your phone.
** If you hear a busy signal when you call a Drew extension, this may indicate that the owner of that extension has activated the Do Not Disturb function on the phone.
*** If you hear a constant ring when you pick up the handset, contact Telecom if the problem continues for two or more hours on a regular business day. Contact Telecom immediately to report other problems.

Checking Your Voice Mail

Accessing Voice Mail

Faculty/Staff: For your convenience, there is a special button on your phone that directly accesses your voice mailbox. By pressing the feature button (usually labeled **VM**, **Voice mail**, **InteMail**), you will be automatically forwarded to x3131 (the voice mail system extension). At this point, simply enter your voice mail password to log in and check your messages.

Another feature of this button is the lamp beside it: if you have received voice mail from someone, this light will flash to indicate a waiting message. This way, you'll know right away whether or not you have messages without having to log in to check.

Students: Students who have been issued a phone can find out if they have a new voice mail by picking up the phone and listening for a few seconds. If you have a voice mail you'll hear a mechanical voice saying "voice message" over and over. To check your voice mail, dial 3131. A voice will then prompt you to enter your password.

From your room/office

- **Resident Students** – Dial x3131. Wait for the voice prompt, then press [#] and dial your extension. Enter your password when prompted.
- **Faculty/Staff** – Pick up your line and press the button marked "VMB" or "Voice Mail". Enter your password when prompted.

From elsewhere on campus

- **Everyone** – Dial x3131. When prompted, press [#] and dial your extension. Enter your password when prompted.

From off campus

- **Everyone** - Dial 973-408-3131. When prompted, press [#] and dial your extension. Enter your password when prompted.

Checking Your Messages

To check your messages, log into your voice mail box and press [1].

During message playback press:
[1] to rewind
[3] to fast forward
[3] [3] to skip to the end of the message
[5] to hear envelope information (date and time the message was received)

At the end of a message press:
[5] to hear envelope information (date and time the message was received)
[7] to delete the message
[9] to save the message

Sending Messages

You can send messages to other campus voice mailboxes from your voice mail. To do this:

- Log into your voice mailbox and press [2]
- Record your message. When finished recording, press [#]
- (optional) To review the message you just recorded, press [1]
- To send the message you just recorded, dial the extension you would like to send it to OR
- Press [#] if you would like to spell the name of the person you'd like to send the message to using your touch-tone phone
- To send the message, press [#] or for more options press [0]

Changing Your Voice Mail Password

- Log into the voice mail system as normal
- Press [4]: Personal Options
- Press [2]: Administrative Options
- Press [1]: Password

If you forget your password, we can email a new password to your Drew email account. Call the Service Center at 973-408-4357 to have us reset it. Note: We cannot give you a new password over the phone, nor can we email it to a non-Drew address.

Changing Your Recorded Name

If you wish to change the recorded name you set during the initial setup of your voice mailbox:

- Log in to the voice mail system as normal
- Press [4]: Personal Options
- Press [3]: Greetings
- Press [3]: Name
- Record your name as you would like others to hear it

Changing Your Greeting

To record a new greeting:

- Log into the voice mail system as normal
- Press [4]: Personal Options
- Press [3]: Greetings
- Press [1]: Personal greeting
- Press [1]: to use a pre-recorded standard greeting OR
- Press [2]: to record a personal greeting

Extended Absence Greeting

If you are going to be away from your office or dorm room for an extended period of time and are not planning to check your messages regularly, we recommend you set an extended absence greeting to let callers know when you will be able to return their calls. The extended absence greeting will override your normal greeting until you turn it off.

To set your extended absence greeting:

- Log into your voice mailbox as normal
- Press [4]: Personal Options
- Press [3]: Greetings
- Press [2]: Extended Absence

When the extended absence greeting is enabled, every time you log into your voice mailbox the system will prompt you to either re-save it or delete it.

> If you are going to be away from your phone for an extended period of time, you might want to forward your phone to your voice mailbox so that incoming calls will be sent to voice mail directly without ringing first. See Call Forwarding below.

Distribution Lists

If you would like to send a voice mail to a group of people on a regular basis (for example, all the members of a club you are in), the fastest way to do this is to set up a distribution list.

To set up a distribution list:

- Log into your voice mailbox as normal
- Press [4]: Personal Options
- Press [2]: Administrative Options
- Press [2]: Group lists
- Press [1] To create a new list
- Enter the number you want to assign the list to. Lists can be numbered from 11-25
- Record the name you want to give the list
- Enter the first voice mailbox you'd like to put on the list, or press [#] to spell the name
- Repeat until all the voice mailboxes you'd like on the list have been added. Press [*] when finished to exit

To send a message to the voice mailboxes in a distribution list:

- Log into your voice mailbox as normal
- Press [2]: Send messages
- Record message and press [#] when finished
- Press [0] for additional options
- Enter group list #

- Press [#] to send

Speaker Function

⌄ Click here to expand...

On the standard Drew telephone, the speaker button is a small rectangular button next to the # key. This will enable you to listen to the phone without the handset; however, please note that the speaker is not (usually) two-way. You can hear someone speak, but if you do not speak in to the handset no one can hear you. The most common use of this feature is for listening to voice mail.
The standard Drew phone, the ITE 12+, does not have a two-way speakerphone, but some other models do (for example, the 12S, the 12SD and the 30SD).

Hold and Call Waiting

⌄ Click here to expand...

The **HOLD** feature button places a call on hold, allowing you to place another call or simply put the handset down without disconnecting the line. If you have placed a call while having the original call on hold, you may switch between the two by pressing the **HOLD** button again.

While on the phone, if you receive a call, you will hear one or two short rings (depending on the origin of the call) to indicate that you have a call waiting. If you choose not to respond, after a fourth ring the caller will hear your greeting. To accept the call, place the original call on hold and press the switch hook (the button that hangs up the phone). To alternate between calls, press the **HOLD** button.

Note: Only one call may call-wait on a line. Subsequent calls receive a busy tone or are forwarded to your voice mailbox.

Transferring a Call

⌄ Click here to expand...

The **TRSF** feature button on your Drew telephone allows you to hand a call over to another extension. You can also use the transfer feature to add another party to the call.

To direct the call to another extension, simply press the **TRSF** button followed by the correct extension. You may wait until the other party answers and introduce the caller or you may hang up as soon the other extension rings.

The added feature of this function happens if you choose not to hang up the call. If you hit the **TRSF** button again, all three extensions will be joined in a three-way conference call.

Last Number Redial

⌄ Click here to expand...

Last Number Redial will redial the most recent call you have made to an off-campus number; it will **not** redial calls made to a Drew extension. Even if you make on-campus calls after your last off-campus call, it will remember the off-campus number. Last Number Redial also remembers your authcode, so be careful about toll or long distance charges.

Abbreviated Dialing

⌄ Click here to expand...

This feature allows you to establish a personal directory of frequently called numbers and dial those numbers automatically. You may choose up to ten frequently called numbers, assigning each a one digit reference code (0 through 9). The phone numbers you choose may be internal extensions or off-campus numbers. Be sure to precede any off-campus number with 9.

To store or change an abbreviated dial number:

1. Lift handset or press speaker button and listen for dial tone.
2. Press the feature button, which should be marked **ABVD DIAL** or **ABVD**.
3. Press the asterisk button (/*). The feature lamp will light.
4. Enter a one digit reference number (0 though 9) and listen for the confirmation beep.
5. Enter the phone number to be stored and your authcode, if necessary, and listen for the confirmation beep.
6. Hang up the handset or press the speaker button.

To place an abbreviated dial call:

1. Lift the handset and listen for the dial tone.
2. Press the feature button, which should be marked **ABVD DIAL** or **ABVD**.
3. Enter the one-digit reference number.
   Note: Since the system dials the number for you, you will not hear the number being dialed as you would normally.

Callback Options

There are two main functions that fall under callback options:

Callback Request for a Busy Line

When you call a Drew extension and receive the busy tone (a ring-beep, not an actual busy signal), you can request a notification when the other party is off the line. You should probably wait for a third ring-beep before requesting callback, in case the person you are trying to reach wishes to answer the call waiting signal. Before the call goes to voice mail, press the **CALL BACK** button. Wait for the confirmation tone, and hang up.

When the extension you call is no longer busy, you will hear a triple-ring to signal a System Priority Call. Answer the ringing extension and the system will automatically place the call for you. If you do not answer the System Priority Call, the callback is canceled.

Callback Request for an Unanswered Line

If you call a Drew extension and there is no answer, you may request a callback for when the recipient returns to his or her own room or office. Before the phone goes to voice mail, press the **CALL BACK** feature button.

On the dialed extension, the Line lamp will flutter. To return a callback request, the recipient must pick up the fluttering extension and press **C ALL BACK**. On the initial caller's phone, the extension will triple ring.

Call Forwarding

If you do not intend to be in your room/office for a while, and know where you will be, you can choose to forward your phone to the extension where you will be. It is highly recommended that you ask the permission of that extension's owner before forwarding your phone. If no one answers at the location the phone is forwarded to, it will go to your own voice mail and not the voice mail of the extension you forward to.

Probably the most common use of the **CALL FWRD** (or **CFWD**) button is to forward your phone to voice mail (x3131) so as not to be disturbed by incoming calls. Callers will get your voice mailbox without the phone ringing four times first. There will be a single abbreviated ring on your phone to alert you that a call has been forwarded.

To use call forwarding, pick up the line you want to forward, press the **Call Forward** button, and enter the extension you wish to forward to (or 3131 to forward to voice mail). The line will hang up and the call forward light will be lit, indicating a line on your phone is currently forwarded*.

You do have the ability to set call forwarding to dial an off campus number. First, press the Call Forward button, as usual. Then dial 9 for an outside line, then 1, then the full 10-digit number you wish to forward to. If the phone you are using has auth code restrictions (for example, most student phone lines) and the number you are forwarding to is a long distance number, you will then hear a beep, which is a prompt to enter an authorization code.

*Please note: If you have multiple extensions on your phone, and any one of those extensions is forwarded, the call forward light will be lit.

To disable the forward, press the button next to the extension that is forwarded and press the **Call Forward** button.

Call Conferencing

Call Conferencing allows you to join in a telephone conversation with more than just two people. In fact, the system allows you to have up to twelve people in a single conference call.

Another special feature of this function is the ability to have off-campus callers participate in the conference. It is recommended, however, that you have no more than four of the callers be from off-campus; otherwise line noise from the analog lines can be too much to hold a normal conversation.

1. To start the conference call, place the initial call as usual.
2. Press the **CONF** feature button and listen for the dial tone. Dial the number as usual; when the party answers, hit the **CONF** button again to link all involved parties.
3. To add more users, repeat step 2 as many times as desired, up to a total of twelve parties.

Note: If you hang up, the conference will continue without you. This means if you have an off-campus party or parties involved, the calls will continue to be billed to your account. Also note that there must be at least one Drew extension involved in the conference at all times; if you are the last Drew extension and you hang up on a group of off-campus parties, the connection will drop for everyone.

You can place a conference on hold by pressing the **HOLD** button. As usual, you will get a dial tone, at which point you can hang up without disconnecting. The hold lamp will blink, indicating that you are still able to return to the conference. All other parties can continue the conversation while you are away from the conference the same as if you disconnected yourself; the only differences are that you can return

and that off-campus parties will not be disconnected if there are only off-campus parties remaining.

To return to the conference works the same as returning from a normal call on hold: pick up the phone and press the **HOLD** button again.

Ringer and Speaker Controls

⌄ Click here to expand...

On either side of the ITE 12+, there are a few dials and a slide to change volume and pitch. On the left-hand side, there are two dials. The one closest to the bottom of the phone controls the volume of the ringer; the other controls the pitch of the ringer. You can lower the pitch by turning the dial clockwise. Turning the volume dial clockwise will raise the volume. If you are not hearing your phone ring when someone calls, this could be the problem. Finally, on the right-hand side of the phone is a slide that controls the volume of the speaker function. Pushing the slide away from you will raise the volume.

Extra Functions

⌄ Click here to expand...

Your phone also has several functions built into it for purposes of self testing and gathering information about the location. These are commonly called pound-star codes because they all begin with pound (/#)and star (/*) keys.

Self-Test Mode (#*112)

The Self-Test Mode has several functions which will let you check if all your buttons are working. To enter Self-Test, press the sequence **#*11 2**. All lights on the phone should turn off.
Pressing each feature button will cause it to light, blink slowly, blink quickly, flutter and remain on in succession. You should try all five settings for each button to ensure that the lights are working properly.
If you press **1** through **0**, * and **#** in succession, you will hear a beep or "zip tone" for each successful press. If you press these keys out of order, you will hear a busy signal instead of a tone.
When you hang up the phone during Self-Test mode, the phone will begin to ring. This will allow you to adjust the volume and pitch to a setting you prefer.
To exit Self-Test Mode, hang up the phone a second time.

Hear Directory Number (#*113)

To find out what extension your phone is, press the key combination **#*113**. The system will read your current extension to you. If you hear the wrong extension, try a different jack. If you have tried all the jacks and cannot find your proper extension, please contact the UT Service Center at 973-408-4357 and let us know what the problem is. Please make sure you have tested all the jacks in the room or office before calling.

Hear Port Number (#*114)

Every active phone jack has a port number. If you dial **#*114** on your phone, the system will read back the port number (actually a number followed by a letter, i.e. 1532B). This information is sometimes useful for diagnosing phone problems. Generally speaking, however, you do not need to do this unless someone in University Technology has asked you to.