
STUDENT
AND
VOICE MAIL
HANDBOOK

Office of Telecommunications

SUNY – New Paltz
HAB 35
X 3001

FOR SNOW CLOSINGS CALL xINFO (4636)

I. STUDENT CALLING GUIDE

The Office of Telecommunications is located in the basement floor of the Haggerty Administration Building, Room 35, x3001. To help us meet our goal of providing you with the best service possible at the lowest cost possible, we pass on the savings we realize from contracts with various vendors and carriers. We are a non-profit organization -- we have no hidden charges, we pay for each and every call that is made off campus -- including New Paltz calls. We charge only for International Calls, directory assistance, modem calls, and for transactions that cost us time and money (i.e., late payments and fraud). After paying our costs, we use whatever is left over to provide you with constantly increasing technology, free voice mail, free Internet connection, and free long distance calls (international calls excluded). We reserve the right to block access to any number that is not a voice line whether local or toll, or to limit calls due to flagrant misuse of the free long distance program.

Our office hours during the academic year are Monday - Friday 8:30 a.m. - 5:00 p.m. Payments can be made any time via check or credit card and dropped in the drop box outside of HAB 40 or in the office during office hours.

To help you get the most from your campus telephone service, this student-calling guide has been prepared to give you information about:

- how to use a Personal Billing Number (PBN);
- campus services and departments,
- voice mail;
- our policies for payments; and
- how to obtain other services

We wish you success in your studies, and we look forward to serving you in the future. Have a Great Year!

A. OBTAINING, MODIFYING, AND CANCELLING SERVICES

1. Obtaining Services

Telecommunications does not provide telephones. You may bring your own phone from home or purchase one in the College Bookstore. Please keep in mind that: a) others can channel in on your conversation on some cordless phones, b) the Personal Billing Number (PBN) may not work with some cordless units, and c) there may be frequency congestion with cellular phones (also, the residence halls contain a lot of steel in the construction which may prevent cell phones from functioning). The telephone line in your residence hall room is active for use on campus and for receiving incoming calls. To make off-campus calls (local or long distance), you must use a PBN. If you don't have a PBN, please come to our office (with your college ID), HAB 35, to obtain one and it will be activated by the end of the day. There is no charge for the PBN. Your PBN can be used from all residence hall rooms and most offices, but it cannot be used from any of the coin phones or emergency phones on campus.

2. Transferring or canceling telephone service

Student summary bills are posted on-line to the telecommunications website located at <http://www.newpaltz.edu/telecom> after the first of the month. To ensure that you receive your bill, please advise the Telecommunications Office immediately if you change rooms or move off campus. If you change rooms, your voice mailbox does not automatically follow you so you must complete a change of address form in our office. Please cancel your PBN 24 hours before checking out of the residence halls by filling out a "cancel form" in our office, we will print a final copy of your phone bill and have it ready for you to pick up 24 hours later. This applies to students who graduate, transfer out, withdraw or are dismissed from the College. If you don't cancel your PBN, you still remain responsible for calls made on it after you leave campus.

3. Making Phone Calls

To report an emergency from an on campus extension, dial

9 1 1

To dial another campus extension, dial the four-digit extension number.

To dial off campus by using your PBN, dial

* 6 * your pbn # 9

To dial an international call, dial the PBN sequence above, then

Keep in mind that a PBN is similar to a bankcard. Under no circumstances should you give your PBN number to anyone. Students who register for a PBN will receive a monthly bill and are responsible for all charges. We cannot transfer charges made on a PBN that was “lent to a friend.”

4. PBN Security

Here are some suggestions for PBN security:

- Do not leave your PBN written on anything near your telephone.
- Always keep your door locked when not in the room.
- Do not program it into your speed dial.
- If you should forget your PBN or if you suspect that someone else is using it, please contact Telecommunications immediately. We will cancel your existing PBN and issue a new one at no cost. If you neglect to notify us of a problem, you will be responsible for all charges incurred.

5. Fraudulent Use of PBN

We will terminate telephone service if we suspect fraud or abuse of services. The use of another person's PBN or “hacking” is considered fraud. Hacking is an attempt to obtain PBN’s by dialing random numbers to obtain a confirmation tone; this triggers an error message in the system, which identifies the extension being used for those attempts. A report of fraud will be referred to Campus Police and the Office of Student Affairs for investigation; service will be reconnected only upon recommendation from the Office of Student Affairs after judicial proceedings are complete and all fees, including a \$50 fraud investigation fee, have been paid. A high-pitched ambulance sound when you dial a telephone indicates that service has been cut off due to suspected fraud. While service is discontinued, you may only dial Campus Police, the Health Center, and the College Operator. No incoming calls may be received.

Please remember, fraudulent use of telephone service is a misdemeanor under the penal codes of New York and is punishable by up to one-year imprisonment and/or a \$1,000.00 fine. We reserve the right to refer fraudulent use to police authorities.

B. BILLING AND PAYMENT INFORMATION

Billings

Bills and calling summaries will be posted online to your on-line account during the first week of every month. Please make sure that you logon to review your calls to ensure that there is no suspicious activity on your account. If you incur charges for international calls, it is your responsibility to check your account online and pay by the 25th of the month.

Payments

All payments are due by the 25th of the month; for example, the bill dated September 1, 2005, for calls placed in August of 2005, will be due on September 25, 2005. We cannot give cash back (change) for checks, money orders or travelers’ checks; however, you may apply an overpayment towards the next month's bill. **DON'T STAND IN LINE!!!** Use the drop box outside the Telecommunications Office, HAB 35, for all **non-cash** payments.

Forms of Payment

- **Cash** – Cash payments will only be accepted in person at the Telecommunications Office, HAB 40, between 8:30a.m. - 4:30p.m. Monday - Friday. Please make sure you save your receipt for payment. **We will not be responsible for cash payments left in the drop box or sent in the mail.**
- **Traveler's Checks** – Will be treated as a cash payment. Please make the check out to “Telecommunications,” write your telephone number on the front, and come into the office to get a receipt.
- **Money Orders** -- Will be treated as a cash payment. Please make the money order out to “Telecommunications,” write your telephone number on the front, and come into the office to get a receipt.
- **MasterCard and Visa credit cards** -- You may phone in your Visa or MasterCard payment (x3003) or fill out the authorization form and leave it in the drop box outside our office,
- **Checks** – Please make the check out to “Telecommunications,” write your telephone number on the front, and leave it in the drop box outside our office,

Non-Payment

If payment is not received by the due date, a late payment fee of \$10.00 will be charged to your account and your PBN will be disconnected. You must request that your PBN be reconnected. There is a \$10.00 PBN reconnection fee, separate from the late payment fee.

A hold will be placed on grades, transcripts and registration for all students who do not pay their bill by the 25th of the month in which it is due. If the account remains unpaid, it will be transferred to Student Accounts for collection through the NY State Department of Law. When paying a delinquent account, it is suggested that you pay in cash or certified check to ensure that your obligation is cleared immediately.

Collections

If your account remains unpaid after ninety (90) days, it will be transferred to the office of Student Accounts for collection through the New York State Attorney General's office. If you satisfy the outstanding balance with them and want to have your PBN re-activated, we will require a \$50.00 deposit. Your credit limit will be reduced to \$25.00 and will be reviewed after one semester to determine if it can be raised.

Returned Checks

There will be a \$20.00 Service Fee for all checks returned unpaid by the bank against which they are drawn. This includes stop payments and checks returned for insufficient funds.

You will be given ten days after written notification of a returned check in which to make payment in one of the following forms: certified check, money order, credit card or cash. Failure to make payment on a returned check within 10 days after notification will result in denial of telephone service and placement on the College Record's holds list.

If you bounce a check with Telecommunications, all future payments for telephone service must be made by certified check, money order, credit card or cash.

Credit Limit

If your account balance reaches or exceeds \$150.00, we may request partial payment immediately to ensure that you do not incur too large a phone bill. We also reserve the right to cancel your PBN until payment is received. ***We cannot automatically cancel your PBN when you exceed the \$150.00 credit limit, so it is your responsibility to monitor your balance.***

Adjustments

If you have a question about the charges on your phone bill, bring your bill to the Telecommunications Office. You are responsible for bringing any discrepancies to our attention within thirty days of the bill date.

C. OTHER INFORMATION AND SERVICES

Harassing Phone Calls

If you get a harassing call of an extreme nature, e.g., sexually explicit, threatening or violent, you should report the incident to your Residence Hall Director and University Security, x2222, as soon as possible. University Police will ask you to establish a pattern of abuse by logging the dates and times of the calls received. If the calls produced a message left on voice mail or an answering machine, you should save the messages and play them for the officer taking the statement. When you return to University Police with the log of calls, you will be asked to file a formal complaint. After reading the complaint, if the Director of University Police determines that a change of telephone number is necessary, he will notify Telecommunications. If you request a phone number change before Telecommunications has heard from the Director of University Police, Telecommunications will call the Director for his recommendation. If you don't agree with the determination of the Director of University Police, you may request the Dean of Students intercede in your behalf. Only under extreme and threatening circumstances will Telecommunications change the phone number in your room.

All other types of annoyance calls should be reported to your Residence Hall Director. The Director will give you a log sheet to record date and time of calls received to date, and an additional sheet to record any future calls. The Director will forward the log to the Associate Dean of Students for investigation. Either the Associate Dean or the Director will contact you regarding further action.

Confidentiality of Information

Unless fraudulent use of services is suspected, we do not divulge student telephone numbers, copies of telephone bills, or account balances to anyone other than the student. You must present your college I.D. to receive your PBN, disconnect your PBN or receive copies of your phone bill.

Manually Charged Calls

Occasionally calls will not be billed in the month they were made -- this would happen if you made calls that were not being charged correctly, if you called a new area code or exchange, if you used another person's PBN, if you accepted collect calls in your residence hall room or any other reason. We reserve the right to bill you for calls at any time after we have assigned the charges to the correct account, even several months after the calling date.

If you are not being billed for all calls you make, notify us immediately so we can trace the problem. Otherwise you may receive one large bill for several months of calls.

Calling Card Calls - An Expensive Alternative

Every time you use a calling card, the carrier charges a \$.70 or \$.80 surcharge. In addition to the surcharge, the cost per minute charged by the carrier is much higher than our rates when you dial directly using a PBN from a campus phone. You may make calling card calls from the telephone in your room but you must use a PBN to gain access to an outside line.

Incoming Collect Calls

Although we have blocked the receipt of collect calls, occasionally one may bypass our carrier. If this happens and you accept a collect call, you and your roommate(s) will be charged for that call plus a surcharge of \$5.00 per call. All occupants of your room are responsible for the cost of the call and surcharges if the call is accepted at your telephone. Should one person agree to pay for the call, that person will be billed the full amount. You may be billed for collect calls received at your telephone several months after the call was accepted.

Third Party Charges to Your Extension

Third party charges (someone charging a call made off-campus to your residence hall extension) are blocked for all carriers who use the Bell Atlantic customer database. If a call bypasses this database, there will be a \$5.00 charge added to your bill. Any alternative calling plans that

you sign up for on-line or via mail that are charged back to the campus will be traced to your account and you will be charged accordingly. You may be billed for these services several months after it was set up. We reserve the right to add a \$25.00 accounting fee for reconciling your account.

Miscellaneous Charges

Call interruptions, information, call verifications and call completions (if you call the operator and ask to be connected) are all charged accordingly, plus an additional \$5.00 surcharge per call.

900 Numbers

Access to 900 numbers is blocked because of their expense and difficulties in accurately billing the calls. Calls made to the "Psychic Hotline" and others that do not use a 900 number will be traced and charged back to your account. Tracing these calls requires significant effort and may take a couple of months to properly locate the caller. In addition, they are extremely expensive. We ask that you refrain from making these calls. Even though many of these calls are made to the US Virgin Islands, they are not part of the free long distance program. You will be charged for each and every call made.

Location of Phone Jacks

- There is a minimum of two jacks in each Residence Hall room. One is the Resnet connection and one is the phone connection. They might be located under the heater, above the heater or beside the heater. Try plugging your phone into the top port of the jack -- if this doesn't work; plug your phone into the bottom port of this jack. Esopus and Lenape hall connections are to the left and right of the heater and College and Shango hall voice connections are under the window.

Procedures for Telephone Line Repair

If you are having trouble with your telephone line please check the following list before calling the Telecommunications Office.

1. Check to make sure the telephone cord is not cut or exposed in any way,
2. Check that your telephone is plugged into the side of the jack marked "V" for voice,
3. Try a cord from another phone to determine if the cord is operable,
4. Try plugging the phone into a jack in a different room to determine if the phone is operable.

If your phone still doesn't work, come to the Telecommunications Office and fill out a repair form. If there is a problem with your line or jack, we will make repairs at no charge. We require up to two working days to complete a repair order.

Answering Machines

OneBox Voice Mail (our voice mail system) will not work with an answering machine. If you need further assistance, call Telecommunications, x3001.

Splitters

Splitters allow you to plug two telephones into one jack. You can buy splitters at any store that carries telephone equipment. If you want two telephones or a telephone and a computer modem in your room, keep in mind that both devices will use the same telephone line unless you request an additional line from us. There will be an additional cost for an additional line.

Data Access

All residence halls are wired for Ethernet access to the campus Internet/e-mail service. Your computer must have a Windows Ethernet card and the system must be registered with Computer Services in order to attach to the network. Contact Computer Services at x3597, for information on how to obtain an e-mail account.

Switchboard

The College telephone switchboard (x2121) is open Monday - Friday from 8:30 a.m. to 5:00 p.m., except on holidays. Student numbers are not given out.

Emergency Telephones

Please become familiar with the locations of over 130 emergency telephones around the campus. These telephones are placed at each exterior entrance to the residence halls, near the entrance or inside academic buildings, most elevators, and classrooms or laboratories. Blue mercury vapor light systems have been installed above some external telephones for easy identification. If the telephone is yellow, there is a red speed dial button that automatically dials Campus Police when pressed. To make an on campus call, press the "on" button to get a dial tone, then dial the 4 digit extension. When you are finished talking, press the "off" button. The telephone has a preset timer and will disconnect any call after three minutes.

Other emergency telephones are standard wall telephones. Dial 911 to reach Campus Police for emergencies only. Red emergency telephones located in the hallways of CSB, MSB, and WSB, or telephones located in the elevators ring directly to Campus Police upon lifting the receiver.

Facsimile Services

You may send or receive faxes at the Telecommunications office, HAB 35, during regular working hours. Our fax number is (845) 257-3009. The cost to receive a fax is \$0.50 per page. The cost to send a fax is \$0.50 per page within New York State, \$1.00 per page within the U.S. and Canada (including Puerto Rico and the U.S. Virgin Islands), and \$2.00 per page for international.

II Voice Mail Instructions

Welcome to the OneBox Voicemail Student User Guide.

OneBox voicemail is a personalized answering service with voice instructions to guide you through the system features. It can be accessed from any telephone, either on or off campus, and in the future your voice messages will be accessible from a PC either via Outlook or a compatible web browser.

You can access OneBox from any telephone and the easy-to understand voice prompts will guide you through the system.

If you are a first time user read through each section and try out the features.

Press **#** for Help

This key allows you to review all of the menu options.

Press ***** to Cancel/Exit

Press once to cancel a function. Press it several times to exit.

Now move to Getting Started to initialize your mailbox then Accessing Your Mailbox to learn how to access and exit your mailbox.

Getting Started

OneBox automatically guides you through the process of setting up your mailbox. Follow these steps to record your name and personal greeting and set a new security code. Initializing your mailbox will allow callers to deposit messages.

PLEASE NOTE

If you share your extension with another person, you each have a different voice mailbox number. Your five-digit mailbox number is your extension followed by a 1, 2, or 3. When someone calls your extension and no one answers, they will hear "press 1 for Elizabeth Bennet, press 2 for Georgina Wickman". We have set your voice mailbox alphabetically (by last name). For example, the residents of extension 1234 will be Elizabeth Bennet at mailbox number 12341 and Georgina Wickman at mailbox number 12342.

Initializing your mailbox

On Campus – dial x3800

Enter your mailbox number (XXXXX)

Enter the security code (initial set-up only -- 0000 for faculty/staff -- Students use the first 4 letters of their last name)

From Off Campus - dial 257-3800

Enter your mailbox number (XXXXX)

Enter the security code (initial set-up only -- 0000 for faculty/staff -- Students use the first 4 letters of their last name)

Notice that the first time you access your mailbox, your security code will be set to four zeros for faculty/staff and the first four letters of your last name for students. You will then be required to change your security code.

Follow the system prompts to record your system name, personalized greeting and a new security code.

You may find it helpful to write down your greeting before recording.

Congratulations, you are ready to use your OneBox mailbox! Hang up the phone to exit OneBox.

Accessing your Mailbox

On Campus - dial x3800
Enter your mailbox number
Enter your security code

Off Campus – dial 257-3800
Enter
Enter your mailbox number
Enter your security code

From an extension on campus other than your own dial x3800
Enter
Enter your mailbox number
Enter your security code

Press to check new messages
Press to delete messages

Please follow the prompts for additional options.

End of Spring Semester Procedures

Please be sure to retrieve all messages when you leave at the end of the spring semester. The system administrator will purge all mailboxes during the summer and any saved messages will be permanently deleted.

QUESTIONS???

CALL THE VOICEMAIL HELPLINE AT X3801

CAMPUS DIRECTORY

Academic Advising	3015	Day Care Center	2910
Academic Affairs	3280	Dean - Education	2800
Administrative Affairs	3295	Dean - Fine & Performing Arts	3860
Administrative Services	3270	Dean - Graduate Studies	3285
Admission – Undergraduate	3200	Dean - Liberal Arts & Sciences	3520
Admissions – Graduate	3285	Development	3240
Affirmative Action	3293	Deyo RA Office	5000
Alumni Relations	3230	Deyo RD Office	5001
Anthropology	2990	Disabled Student Services	3020
Art Department	3830	Distance (Extension) Learning	2904
Art Education	3850	DuBois RA Office	5100
Art History	3875	DuBois RD Office	5101
Art Museum	3844	Economics	2944
Bevier RA Office	5500	Education	2800
Bevier RD Office	5501	Educational Administration	2810
Bigayla	3097	Educational Opportunity Program	3220
Biology	3780	Educational Studies	2830
Black Student Union	3043	Electrical Shop	3322
Black Studies	2760	Elementary Education	2860
Bliss RA Office	4900	<u>Emergency</u>	<u>911</u>
Bliss RD Office	4901	Engineering	3720
Bookstore	3050	English	2720
Box Office – McKenna Theatre	3904	English as a Second Language	3595
Box Office – Parker Theatre	3880	Enrollment Management	3200
Bubble	3930	Environmental Health & Safety	3310
Business Administration	2930	Escort Service	3338
Campus Media Center	3084	F&PA	3860
Campus Ministry	3024	Facilities	3300
Capen RA Office	4500	Facilities Operation Center	3301
Capen RD Office	4501	Faculty Governance	2891
Career Advising	3265	Fahari	3089
Catering	3578	FAX - Telecommunications	3009
Center for Academic Development	3590	Financial Aid	3250
Center for Applied Management	2777	Food Court-SUB	3057
Central Heating Plant	3327	Food Service-Admin Office	3354
Central Stores	3270	Foreign Languages	3480
Chemistry	3790	Gage RA Office	4700
College Activities	3025	Gage RD Office	4701
College Auxiliary Services	3370	Game Room	3037
College Foundation	3232	Geography	2995
Commencement	2901	Geology	3760
Communication and Media	3450	Graduate Studies	3285
Communication Disorders	3620	Hasbrouck Daily Menu	1234
Computer Science	3535	Haven (Rape Crisis Center)	4930
Computer Services	3130	Heating&Venting	3320
Conference Center	3033	Hermanos Latinos	3091
Continuing Education	2900	High School Equivalency	2848
Copy Shop	3037	History	3545
Counseling Center	2920	Honors Program	3933
Credit Union	3120	Hudson Valley Study Center	3876
Crispell RA Office	5300	Huguenot Café	2878
Crispell RD Office	5301	Human Resources	3170
CSEA	3126	ID Cards/Meal Plan	3034
Ctr. For International Programs	3125	Information Booth (SUB)	3000
Curriculum Center	2808		
Custodial Department	2776		

OFFICE OF TELECOMMUNICATIONS

Institute for International Development	2903	Special Programs	3590
Institute for Professional Development	2901	Speech & Hearing	3600
Institutional Advancement	3240	Student Accounts	3150
Instructional Resources	3630	Student Affairs	3260
Intercollegiate Athletics	3910	Student Association	3070
Jazzman's Café-JFT	2876	Student Christian Center	3023
Jazzman's Café-SUB	3055	Student Counseling	2920
Journalism Lab	2721	Student Development	3088
Kilroy's	3037	Student Health Insurance	3416
LA&S	3520	Student Health Services	3400
Language Immersion Institute	3500	Student Loan Coordinator	3198
LeFevre RA Office	5400	Student Teaching	2822
LeFevre RD Office	5401	Summer Session	2902
Library	3714	Talent Search	3592
Locksmith	3319	Telecommunications	3001
Mail Services	3122	<u>Telephone Operator</u>	<u>0</u>
Math & Computer Science	3535	Terrace Restaurant	3570
Meal Plans	3034	Theatre Arts	3865
Music	2700	Tutoring Center	3580
News Pulse (pr@newpaltz.edu)	3187	TV Station WNPC	3098
Nursing	2922	University Police	2222
NYPIRG	3085	Vice President - Academic Affairs	3280
Oasis	4945	Vice President - Administration	3295
Options	3088	Vice President - Advancement	3240
Oracle	3030	Vice President - Enrollment Management	3210
Orientation	3088	Vice President - Student Affairs	3260
Oscar's Snack Bar	3358	Voice Mail Help (Student)	3801
Paltzonian	3083	Voice Mail Retrieval	3800
Parking Violations	3347	Webmaster	3274
Payroll	3145	WFNP AM Request Line	3095
PC Labs	3597	WFNP FM Request Line	3090
Philosophy	2980	WFNP Music Library	3041
Physics	3740	WFNP Newsroom/Public Affairs	3096
Political Science	3540	WFNP Radio Station	3094
President's Office	3288	Women's Studies	2975
Psychology	3470	Work Study	3249
Public Affairs	3245		
Publications	3245		
Radio Library WFNP	3041		
Radio Station WFNP	3094		
Reading Center	2809		
Recreation & Intramurals	3910		
Recreation Equipment	3925		
Registrar	3100		
Residence Hall Student Association	4499		
Residence Life	4444		
SA Executive Board	3076		
SA Graphics	3027		
SA Legal Council	3082		
SA Senate/Council	3081		
Scudder RA Office	4600		
Scudder RD Office	4601		
Secondary Education	2850		
Security	2222		
Shango RA Office	5700		
Shango RD Office	5701		
Sociology	3505		

REVISED 08/21/06