

FREQUENTLY ASKED STUDENT TELEPHONE QUESTIONS

HOW DO I MAKE CALLS?

- **On-Campus Calls:** Dial the last four digits of the number.
- **Local Calls:** Dial 9, the complete seven digits of the number you are dialing, and then your seven-digit authorization code.
- **Toll Free Calls:** Dial 9 + the toll free prefix (800, 855, 877, or 888), the last seven digits of the toll free number you are dialing, followed by your seven-digit authorization code.
- **Long Distance Calls:** Dial 9 + 1, the area code (only if outside 315) and then the seven digits of the number you are calling, followed by your seven-digit authorization code.
- **Calling Card Calls:** Dial 9, the toll free access number your calling card company has provided you, followed by your seven-digit authorization code.
- **Information Calls:** Dial 9 + 1, the area code-555-1212 and your seven-digit authorization code.
- **International Calls:** Dial 9 + 011, the country code, city code, and the number you are calling, wait for 3 confirmation beeps and enter your seven-digit authorization code. If the call does not go through and you have never used your code to call internationally before, visit the PAETEC office in Bowman Hall West.

WHAT ARE THE EXCHANGES FOR THE LOCAL CALLING AREA?

- **Canton:** 229, 379, 386, 714
- **Madrid:** 322, 355, 590, 869
- **Nicholville:** 328, 674
- **Norwood:** 353
- **Ogdensburg:** 393, 394, 541, 605, 614, 713
- **Potsdam:** 261, 262, 265, 267, 268, 274, 603, 621, 742
- **Waddington:** 388

HOW DO I GET A PERSONAL BILLING NUMBER (PBN) FOR OFF-CAMPUS AND LONG DISTANCE CALLS?

- Visit Sandi in the PAETEC office located in the Bowman Hall West Blockhouse. You can also email her at sandra.cockayne@paetec.com or call her office at x7107.

HOW DO I SEND MY CALLS DIRECTLY TO VOICEMAIL?

- To **activate** this feature press (*3)
- To **deactivate** this feature press (#3)

HOW DO I USE CALL WAITING?

- Press the recall button (FLASH), press #4, and the caller will be connected.
- Press the recall button (FLASH), press #4, and you will get the original call.

HOW DO I COMPLETE A LAST NUMBER REDIAL?

- Press #9.

WHAT IF MY PHONE RINGS ONE SHORT RING AND THEN GOES TO VOICEMAIL?

- Send all calls is activated. Press #3.

HOW LONG IS A MESSAGE STORED IN VOICEMAIL?

- 30 days and then you will be given a 15 day grace period to review your messages. At 45 days the messages will be deleted.

HOW DO I CHANGE MY PASSWORD IN VOICEMAIL?

- Dial x4000, log into your voicemail, press 4, press 2-1-1 and change your password.
- Passwords should be 6-15 characters.
- If you forget your password or are locked out, come to the TelCom office with your student ID.

WHAT DO I DO IF I CHANGE ROOMS?

- First notify the Residence Life office. The Residence Life Office will then notify the TelCom office and the TelCom office will move your voicemail box number to your new room.

WHO DO I CALL IF I AM RECEIVING HARRASSING PHONE CALLS?

- Hang up right away and call UNIVERSITY POLICE X2222.

WHAT IF MY PHONE IS NOT WORKING PROPERLY?

- Please email the TelCom office at telcom@potSDam.edu or stop in our office located at Bowman Hall West 1163.

WHO DO I CALL IF MY PBN CODE IS NOT WORKING OR I THINK SOMEONE IS USING MY PERSONAL AND/OR BUSINESS PBN?

- See Sandi in the PAETEC Office across from the TELCOM OFFICE or call x7107
- If she is not available, call 1-800-962-4772.