

**Virginia Tech - ROLM 9751 DIGITAL CBX**  
**Student Telephone Quick Reference**  
**For use with ROLMphones and analog phones**

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- All student phones have access to these features: camp-on (automatic), camp-on (callback), connect, consultation call, hold, park, PhoneMail, privacy, repertory dialing, save/repeat, and transfer.
- Indicated by \$ symbol below are additional telephone and PhoneMail features that students may purchase.

**IMPORTANT NOTICE:** The campus telephone system is a digital network. **ANALOG DEVICES MAY BE DAMAGED BY CONNECTING THEM TO THE TELEPHONE JACKS.**

Many features on the ROLMphone use the # and \* buttons on the phone, located beside the “0” on the dialing pad. These buttons are shown as # and \* in this guide.

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## Features and Instructions

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**AUTOMATIC CAMP-ON:** Allows you to stay on the line and wait for a busy extension to become free. This feature is available to anyone (internal and external callers) calling a Virginia Tech phone number.

1. Listen to busy signal until it stops (seven seconds).
2. Stay on the line until your party answers.

To cancel, hang up.

**NOTE:** If the called extension is forwarded, camp-on is negated.

**CALL WAITING:** See “Automatic Camp-on,” “Connect,” and “Park.”

**CALL WAITING LIGHT (CALL WTG):** See “Connect.”

**CALLBACK CAMP-ON:** Calls you back with a long ring when the busy extension becomes free. This feature is available only to internal callers.

1. Listen for busy signal.
2. Press FLASH # 1. (You have 7 seconds to enter FLASH # 1; otherwise, you will perform an Automatic Camp-on.)
3. Hang up.

**To cancel:**

1. Get dial tone.
2. Press # # 1.
3. Hang up.

**CALLING CARD CALL:** 3 + authorization code + calling card instructions. Using a residence hall phone or any other university phone to apply for a calling card is prohibited. The cost of the call(s) and administrative fees will be charged.

**CAMP-ON:** See “Automatic Camp-on” and “Callback Camp-on.”

**COLLECT CALLS:** Students are prohibited from accepting collect calls at any residence hall telephone. The cost of the call(s) and administrative fees will be charged. To place outgoing collect calls: 3+authorization code+0+area code+7-digit number.

**CONNECT:** Allows you to connect to an automatic camped-on call, a parked call, a newly available line, alternate between parties, or reconnect with a transferred call. Whenever your call waiting (CALL WTG) light is on, you may press CONNECT to speak with the waiting caller. Press CONNECT again to toggle back. Whenever your connect button is lit, you may press CONNECT to speak with the waiting caller.

**CONSULTATION CALL:** Allows you to talk privately with a second party while the first party is waiting on temporary hold. During a call:

1. Press FLASH.
  2. Dial 5-digit extension or 9 +outside number.
- To reconnect with first party, press CONNECT.

**CREDIT CARD CALL:** See “How To Call.”

**FLASH:** When you press FLASH, three things happen: (1) you get a dial tone; (2) your first call is put on temporary hold; and (3) your call waiting light comes on. After you press FLASH, you may access a feature or dial a second party.

**HOLD:** Allows you to temporarily put a call on hold without disconnecting your caller. When you put a call on hold, the line light blinks.

1. Press HOLD.
2. Hang up.

**To reconnect:**

1. Press line button of call being held (indicated by blinking line light).
2. Pick up receiver.

**LONG DISTANCE:** See “How To Call.”

**MESSAGE WAITING LIGHT (MSG WTG):** The MSG WTG light will come on when you have a new PhoneMail message. If you wish to program the MSG WTG button, you must have both PhoneMail and station speed; otherwise your MSG WTG button is a visual indicator only. See “PhoneMail” and “PhoneMail with Station Speed.”

**PARK:** Allows you to transfer a call to another extension and hold it there.

1. Press FLASH \* 6.
2. Dial new 5-digit extension.
3. Hang up.

**PHONEMAIL** (the university’s voice messaging system) allows you to record, send, and receive voice messages from any touch-tone phone (or equivalent) at any time. Each residence hall room will be supplied with a “PhoneMail Decision Tree” to help with navigation through the PhoneMail system. To enter the PhoneMail System, you must enter your Direct Access Number and Password.

- A flashing message waiting (MSG WTG) light and broken dial tone indicate you have a new PhoneMail message.
- Default is 10 (includes new and stored) messages; additional messages may be ordered at additional cost.

• When you first use PhoneMail, your password is set to 111. Change your PhoneMail password to a new value immediately. To change your PhoneMail password:

1. Get dial tone.
2. Dial the PhoneMail direct access number.
3. Enter your 5-digit extension number, then # or enter #, as instructed.
4. Enter your initial password (111), then #.
5. Select “Mailbox Options” (9).
6. Select “Password” (3).
7. Follow prompts to enter a new password.

The PhoneMail numbers you will need are located in the “Student Telecommunications Quick Reference Guide” available in the Student Telecommunications brochure.

**PHONEMAIL - LISTENING TO YOUR MESSAGES:** To retrieve a PhoneMail message without station speed.

1. Get dial tone.
2. Dial PhoneMail direct access number.
3. Enter your 5-digit extension number, then # or enter #, as instructed.
4. Enter your password, then #.
5. Follow prompts to listen to your messages.

**PHONEMAIL GUEST ACCESS:** If you want to leave a message for a person who has PhoneMail, you can use “guest access” to leave a message without causing the phone to ring. To use guest access, dial the guest access number and follow the instructions. You must be calling from a touch-tone phone.

**PHONEMAIL - LEAVING MESSAGES:** Below is a list of PhoneMail features you can use when you are leaving a PhoneMail message for someone. You must be calling from a touch-tone phone to use these features.

<b>Press</b>	<b>To</b>
0	Transfer to another extension.
* 7 3	Replay your message.
* 6 1	Rerecord your message.
* 6 #	Cancel delivery of your message.
1	Skip over the called party’s greeting and leave your message after the tone.

**PHONEMAIL WITH STATION SPEED: (\$)** If you have station speed and PhoneMail, you may set station speed “0” for PhoneMail access by doing this:

1. Get dial tone.
2. Key in ## 3.
3. Press 0.
4. Dial PhoneMail direct access number.
5. Hang up.

To retrieve a PhoneMail message (after you have set station speed “0”):

1. Get dial tone.
2. Press MSG WTG feature button.

**PHONEMAIL DISTRIBUTION LISTS:** A distribution list contains extension numbers of specific PhoneMail subscribers. When you send a message to a distribution list, the message goes to all extensions on the list when you hang up or transfer out of the PhoneMail system. You can create, review, modify, or delete your distribution lists at any time. Each subscriber has five distribution lists; each list may have up to 20 extensions. (\$) Additional distribution lists may be purchased in increments of five at additional cost.

**PRIVACY:** Privacy prevents automatic camp-on and park tones from interrupting your call. Privacy does not prevent someone from camping on your line automatically or parking a call on your line. Prior to making a call:

1. Get dial tone.
2. Key in # 3.
3. Dial 5-digit extension or outside number as usual.

During a conversation:

1. Key in FLASH # 2.
2. Continue conversation.

**REPERTORY DIALING:** Allows you to set a redial (programmable) button to dial a number, to perform a feature, or to create a sequence

combining phone numbers and features. The redial buttons are the unlabeled buttons on your phone. For example, one redial button could be used to dial a friend’s phone number. To set up or change a redial button to perform a command sequence:

1. Get dial tone.
2. Press \* 5 6 6.
3. Press desired REDIAL button.
4. Key in digits and feature buttons (or feature codes) for desired sequence. (To enter a delay to allow time for processing, press HOLD.)
5. Hang up.

**To make a redial call:**

1. Press desired REDIAL button. (**Do not use this feature to store your long distance authorization code.**)

**RING TONE CHANGE:** You can change your ROLMphone’s ring tone to any one of eight tones.

1. Get dial tone.
2. Key in \* 5 7 2, then single digits (1-8).
3. Hang up. Last digit keyed in is your phone’s ring tone.

**SAVE AND REPEAT:** Allows you to “save” a number you have dialed so you can “redial” the number later by simply pressing the SAVE/REPEAT button again. To save an extension or outside number:

1. Get dial tone.
2. Dial 9 + outside number or dial a 5-digit extension.
3. Press SAVE/REPEAT during the conversation or while you hear the busy signal or the ring.
4. Hang up.

**To call your saved number:**

1. Get dial tone.
2. Press SAVE/REPEAT button.

**STATION SPEED CALL: (\$)** May be purchased. Allows you to program up to 10 single-digit codes for your frequently called numbers. You can then dial one number to make an outside call. To set up a speed call code:

1. Get dial tone.
2. Press ## 3.
3. Key in station speed code (0-9; 0 for PhoneMail numbers only).
4. Key in 5-digit extension or 9 + outside number.
5. Hang up.

**To make a station speed call:**

1. Get dial tone.
2. Press # 3.
3. Dial station speed code (0-9).

**TRANSFER:** Allows you to transfer a call to another extension or the operator.

1. Press TRANSFER button.
2. Dial 5-digit extension or outside local number as usual.
3. Announce caller.
4. Hang up.

#### • USAGE NOTES

**HELP:** If you have a problem with your ROLMphone or your data connection, please contact Communications Network Services Operations Center Technicians at 1-6780.

**BILLING REQUESTS:** Questions concerning billing or requests for new or changed service should be referred to Communications Network Services Student Telecommunications, 120 Student Services Building, 1-3000.

**QUICK REFERENCE**

**BILLABLE CALLS:**

1. You may be billed for unanswered direct-dialed long-distance calls if you listen to busy signals or allow the phone to ring for 45 seconds or more after completion of dialing. **You will be charged for the duration of the call! Credit will not be issued for these calls!** 2. Be certain your phone is properly in the cradle when the call is complete. The line light must be off!

**AVOID DISCONNECTS:** When you lift your handset to answer your ROLMphone, you do not need to press the line key. If you press the line key during a conversation (while the line light is lit "solid"), you will disconnect the call.

**DIAL TONE:** You can get dial tone in two ways:

1. Lift handset **OR**
2. Leave handset down.
  - Press the line key.
  - To hang up, press the line key again.

**MAKING CALLS WITH THE ROLMPHONE:** The telephone in each Virginia Tech residence hall room is a ROLMphone. It has a one-way speaker, which means you may leave the handset in the cradle, press the line button (marked with your 5-digit phone number), and dial a telephone number.

1. If you hear a busy signal or an unanswered ring, press the line button to hang up.
2. If someone answers, you must pick up the handset to talk.

**TWO TALK PATHS:** Every phone has two talk paths, which means that you can put your first call on a temporary hold by pressing "FLASH" and make another call on your second talk path. Your second talk path will also be accessed if someone automatically camps-on or parks a call on your busy extension. See "Automatic Camp-on," "Call Waiting," "Connect," and "Park."

**231 AND 232 TELEPHONE EXCHANGES:** 231-0000 through 231-9999 and 232-0000 through 232-8999 are Virginia Tech numbers. Dial

**Residence Hall  
PhoneMail Access Numbers**

<b>Residence Hall</b>	<b>Direct Access Number</b>	<b>Guest Access Number</b>
Ambler Johnston .....	26015.....	26016
Barringer .....	26035.....	26036
Brodie.....	26035.....	26036
Campbell .....	26035.....	26036
Cochrane .....	26035.....	26036
Donaldson Brown GLC .....	26015.....	26016
Eggleston.....	26015.....	26016
Harper .....	26035.....	26036
Hillcrest.....	26035.....	26036
Johnson .....	26035.....	26036
Lee.....	26025.....	26026
Miles .....	26035.....	26036
Monteith.....	26015.....	26016
Newman .....	26025.....	26026
New Residence Hall East.....	26015.....	26016
Peddrew-Yates .....	26015.....	26016
O'Shaughnessy .....	26035.....	26036
Payne.....	26035.....	26036
Pritchard.....	26025.....	26026
Rasche .....	26015.....	26016
Slusher.....	26025.....	26026
Special Purpose Housing A-J.....	26025.....	26026
Special Purpose Housing K-R ..	26060.....	26061
Thomas.....	26015.....	26016
Vawter.....	26035.....	26036

**WARNING: KNOW WHEN TO HANG UP:** If you are calling long distance and you listen to a busy signal or unanswered ring for 45 seconds, you may be billed for the duration of the call. *Credit will not be issued.*

**PHONEMAIL INSTRUCTIONS:**

See Phonemail Decision Tree on page 12 in front section of directory.