

Virginia Tech - ROLM 9751 DIGITAL CBX
Faculty / Staff Telephone Quick Reference
For use with ROLMphones (models 120, 240, and 400) and analog phones

- All faculty/staff phones have access to the following features: call forwarding, call pick-up, camp-on (automatic), camp-on (callback), conference call, connect, consultation call, hold, park, privacy, repertory dialing, save/repeat, transfer.
- All faculty/staff phones have access to the following features free of monthly charge, if they were requested by the department: com group call, intercom call, group pick-up, system forwarding, PhoneMail.
- The following features may be purchased for faculty/staff phones: do not disturb, station speed. These are indicated by the (\$) symbol below.

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.

NOTE: This guide is directed primarily to ROLMphone users. Users with analog phones should see the section on “Analog phones” under “Usage Notes.”

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

Features and Instructions

AUTOMATIC CAMP-ON: Allows you to stay on the line to wait for a busy extension. This feature is available to anyone (internal and external callers) who is 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 FORWARDING: Allows you to have your calls ring at another phone.

1. Get dial tone.
2. Press FORWARD or # 9.
3. Dial 5-digit extension or 9 + local outside number.
4. Hang up.

When you call forward an extension, its line light will flicker as a visual reminder of the forwarding.

To cancel:

1. Get dial tone.
2. Press FORWARD or # 9.
3. Hang up.

NOTE: 1) A member of your com group can override call forwarding by dialing your com group number. 2) Calling the forwarded number from the number forwarded (if on campus) will remove station (call) forwarding.

CALL PICK-UP: Allows you to answer a ringing phone or a call on “hold” from your own extension as long as you know the other extension’s number.

1. Get dial tone.
2. Press PICK or * 3.
3. Dial number of ringing extension or the extension on “hold.”

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 CAMP or 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 CAMP or # # 1.
3. Hang up.

CALLING CARD CALL: See “How To Call.”

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

COLLECT CALLS: See “How To Call.”

COM GROUPS: Allows you to call the members of your com group with shortened dialing. Obtain your department’s com group information from your departmental liaison. Use com group number instead of the 5-digit extension for any feature except call pick-up.

Small com group consists of 2 to 10 extensions. The com group number is 7x, “x” being the last digit of the extension (usually).

Large com group consists of 11 to 99 extensions. Com group number is 7xx, “xx” being the last two digits of the extension (usually).

To make a call to someone in your com group:

1. Get dial tone.
2. Dial 7x or 7xx.

If you call a phone using a com group number, you can override that phone’s station forwarding or DND.

CONFERENCE CALL: Allows you up to eight parties in a conversation; two of the eight may be external parties. Call the first person, and then use the steps below to add each new party.

1. Press FLASH.
2. Dial new extension or 9 + outside number.
3. Press CONF or FLASH * 4 to connect each party.

To reconnect to conference if call is refused, busy, or isn’t answered, press CONNECT.

NOTE: The only cost for using this feature would be any charges for long distance phone calls, if the destinations for external parties are considered to be long distance.

When terminating your call, listen for all parties to disconnect prior to your hanging up to assure proper disconnect of all participating callers.

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 or FLASH * 1 to speak with the waiting caller. Press CONNECT again to toggle back.

QUICK REFERENCE

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 or FLASH * 1.

CREDIT CARD CALL: See “How To Call.”

DATA FEATURE: See “Usage Notes.”

DO NOT DISTURB (\$): If you have the DND feature, you will have a DND button on your faceplate. Press the DND button **or** enter # 5 to block incoming calls. The DND status light will come on. To cancel, press the DND button **or** enter # # 5. A member of your com group can override DND by calling your com group number. If you put your phone in DND, you can still use it for outgoing calls. If you call a phone that is in DND, you will hear a mechanical, high pitched busy signal.

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

If you have an analog phone (i.e., not a digital ROLMphone), but do not have a FLASH button on your phone, depress the switch hook for one second.

GROUP PICK-UP: Allows you to answer a ringing phone in your pick-up group from your own extension without knowing the other extension’s number.

1. Get dial tone.
2. Press PICK two times or * * 3.

HOLD: Allows you to hang up a line temporarily, either to take a call on another line or to attend to another matter, without disconnecting your caller. When you put a call on hold, the line light will blink.

1. Press HOLD or FLASH * 9.
2. Hang up.

To reconnect:

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

INTERCOM CALL: Allows you to transmit your call directly through the speaker to a member of your com group. To make an intercom call:

1. Get dial tone.
2. Key in FLASH * * 6.
3. Dial com group number.
4. Listen for high-low beep tone.
5. Begin conversation.

To receive an intercom call:

1. Listen for high-low beep tone, hear caller’s voice.
2. Reply in speakerphone mode or lift receiver. (ROLMphone 120 model users must lift the receiver to reply.)

LONG DISTANCE: See “How To Call.”

MESSAGE WAITING LIGHT (MSG WTG): If you have PhoneMail, the MSG WTG light will come on when you have a new 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 “Station Speed Call.”

PARK: Allows you to transfer a call to a busy or idle extension.

1. Press PARK or FLASH * 6.

2. Dial new 5-digit extension.
3. Hang up.

PHONEMAIL: ROLM’s voice messaging system. It allows you to record, send, and receive voice messages from any touch-tone phone (or equivalent) at any time.

A flashing message waiting (MSG WTG) light and broken dial tone indicate you have a new PhoneMail message.

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

1. Get dial tone.
2. Dial the PhoneMail direct access number.
3. Enter your 5-digit extension number or #, as needed.
4. Enter your initial password (111), then #.
5. Select “Mailbox Options” (9).
6. Select “Password” (3).
7. Follow prompts to enter a new password (minimum of 6 characters, maximum of 26).

If you are a PhoneMail user, call Communications Network Services Diagnostics at 1-6780, or the PhoneMail System Administrator at 1-6460, for the three PhoneMail phone numbers needed: 1. direct access; 2. guest access; 3. forwarding.

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 or #, as needed.
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 them a message without causing their 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.

Press	To
0	Transfer to another extension.
* 7	Replay your message.
* 6 1	Rerecord your message.
* 6 #	Cancel message delivery.
1	Skip over the called party’s greeting and leave your message after the beep.

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 setting station speed “0”):

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

PICK-UP: See “Call Pick-up” and “Group Pick-up.”

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. It also prevents someone with your line extension on their phone from entering your conversation. Prior to making a call:

1. Get dial tone.
2. Key in # 2.
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 forward your phone to a specified extension. To set up or change a redial button to perform a command sequence:

1. Get dial tone.
2. Press SET or * 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 or press line button in use.

To make a redial call:

1. Press desired REDIAL button.

OR (on multi-line phones)

1. Select line button.
2. Press desired REDIAL button.

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 or FLASH # 4 during the conversation or while you hear a busy signal or the ring.
4. Hang up.

To call your saved number:

1. Get dial tone.
2. Press SAVE/REPEAT or # 7.

STATION SPEED CALL (\$): 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 STA SPEED twice or ## 3.
3. Key in station speed code (0-9; 0 for PhoneMail number 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 STA SPEED or # 3.
3. Dial station speed code (0-9).

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

1. Press TRANSFER or FLASH * 7.
2. Dial 5-digit extension or outside number as usual.
3. Announce caller.
4. Hang up.

• **USAGE NOTES**

ANALOG PHONE: Normally off-campus, not a digital ROLMphone. Analog phones vary in the number of buttons and lights they have. All analog phones have a 12-key dialing pad (0-9, *, #). Analog phones do not have a call waiting light or a message waiting light. They may/may not have a FLASH button. They may/may not have additional lights and buttons. Press the switchhook for one second whenever this guide instructs you to press FLASH.

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, you will disconnect the call.

DATA USERS: Please consult with your college’s or department’s Network Liaison to activate your data connection. Your department head secretary can help you identify your liaison or you may contact Communications Network Services at 1-6460.

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

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

HELP: If you have a problem with your CBX connection, your ROLMphone, or your data connection, please contact the Virginia Tech Operations Center at 1-6780. Their hours are Monday through Friday, 8 a.m. to 5 p.m. After hours, call 1-6780 and leave a PhoneMail message.

LONG DISTANCE: For direct dial calls, faculty/staff dial 9 + 1 + area code + 7-digit number. See “How to Call.”

ROLMPHONES:

- Model 120: 1 line, one-way speaker, 12 programmable buttons, digital.
- Model 240: up to 11 lines, true speaker phone, 24 programmable buttons, digital.
- Model 400: up to 29 lines, true speaker phone, 40 programmable buttons, 60-character display, digital.

TWO TALK PATHS: Every extension number has two talk paths. This 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 these numbers from a campus phone by using only the last 5 dig-

WARNING - KNOW WHEN TO HANG UP: If you are calling long distance and 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.*

