ITS Resource Center Home

Student Dialing and Voice Mail Instructions

Contact Information

Network and Telecommunications Services
315-859-5NET
ns@hamilton.edu

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Dialing Instructions

On Campus Calls:
Dial last 4 digit extension number

Local calls:
Dial 9 + local number

Regional and Long Distance Calls:
(You will need a pre-paid phone card or calling card)
Dial 9 + toll free access number (800/888) of your pre-paid phone card or calling card and follow prompts

International Calls:
Dial 9 + toll free access number (800/888) of your pre-paid phone card or calling card and follow prompts. Note: For international calls, you need to enter 011 + country code + city code (if needed) + phone number

Toll Free Calls:
Dial 9 + 1 + 800, 855, 866, 877 or 888 + phone number

Calling Cards, Credit Cards, and Collect Calls:
Dial 9 + 1 + 800, 855, 866, 877 or 888. Access phone number on your card and follow directions

Directory Assistance:
Dial 9 + toll free access number (800/888) of your pre-paid phone card or calling card and follow instructions

Voice Mail Instructions

You may request a personal voice mail box to receive and send messages on your resident room phone line. There is no charge for this service. Email telephone@hamilton.edu with your name, residence and room number.
If you change rooms during the school year, please notify the telephone system administrator at extension 4160 or email telephone@hamilton.edu to move your voice mailbox to your new phone number. For those planning on staying on campus for the summer and wish to retain their voice mailbox please email telephone@hamilton.edu.

To Set up Your Voice Mail Box:
From your own phone dial 4808
Enter temporary pass code: 1111
Follow prompts to record name and greeting
Facts You Should Know:

You keep the same voice mail box for the academic year
Your voice mail box moves with you from room to room
Maximum greeting length: 30 seconds
Maximum message length: 2 minutes
Maximum messages in voice mail box at one time: 20
Days new messages kept: 999 days
Days saved messages kept: 999 days
To Enter Your Voice Mailbox:

From Your Room
Dial 4808
Enter your pass code
From Another Phone on Campus
Dial 4809
Press the # key
Enter the last four digits of your phone number
Follow the prompts
From Off-Campus
Dial 315-859-4809
Press the # key
Enter the last four digits of your phone number
Follow the prompts
Using Your Voice Mail Box:

Retrieve Messages:
Press 1 to listen
Press 2 to pause
Press 3 3 to fast forward to the end
Press 9 to increase the volume
Press # to skip to the next message
Change Pass Code:
Press 4 personal options
Press 2 administrative options
Press 1 pass code
Press 5 personal pass code
Change Greeting:
Press 4 personal options
Press 3 greetings
Press 1 personal greeting

Troubleshooting and Repair

For Trouble Accessing Your Voice Mail Box:

Call your phone number from another phone to make sure you have set up your voice mailbox on

the correct extension.
Make sure your phone is set to tone and not pulse (look for a small slide or switch on your phone or base)
For Trouble Dialing Off Campus:

If making regional or long distance calls, make sure your pre-paid phone card or calling card is active
Make sure your phone is set to tone and not pulse (look for a small slide or switch on your phone or base)
Stutter Dial Tone: indicates a voice mail message

For Static or Noise: Call 4160 or e-mail: telephone@hamilton.edu

For No Dial Tone:

Check all connections
Make sure you are plugged into the voice jack and not the network jack
Try another phone in the jack to make sure it is not your phone. Remember cordless phones need to be charged and have batteries that need replacing

Questions: telephone@hamilton.edu or 1-315-859-4160

Last Updated: December 13, 2011