

CHRISTOPHER NEWPORT UNIVERSITY

Benefits of New Telephone Service

It's Simple It's Flexible

The service will be available the day the students arrive. A telephone has been provided for each room.

Christopher Newport University Residence Hall telephone service includes the following custom calling features:

- Call Hold
- Forward Incoming Calls Directly to Voice Mail
- Call Waiting
- Caller ID

Dialing Instructions Calling prefix is 643

On Campus – From Residence Hall to Residence Hall

Dial four-digit extension.

On Campus – From Residence Hall to Administrative Offices

Dial “4” + four digit number

Local Virginia

Dial “9”, plus the seven-digit number.

Emergency

Dial “9” + 911 for Fire and Rescue Emergency. When calling 911, you will be required to give your exact address location.

Dial 594-7777 for University Police Emergency

Student Telephone Features

Call Hold

While you are on a call, press **HOLD**. The display icon that indicates line 1 or line 2 blinks slowly. To return to the call press **Call Toggle**.

Forward Incoming Calls Directly to Voice Mail

Pick up the handset and press **Feature + 440**. The display shows **FWD**. All incoming calls ring once and are forwarded to your voice mailbox. To turn the feature off, lift the handset and press **Feature + 440** again.

Call Waiting

While you are on a call and another call comes in, press the **Call Toggle** button. This will enable you to answer the incoming call while placing your original call on hold.

- To alternate between calls, depress the **Call Toggle** button.

Adjust The Volume

Handset - Lift the handset, listen to the dial tone, and press the louder or softer volume control button repeatedly.

Ringer - While the telephone is ringing, press the preferred volume control button

Speaker - Pick up the handset and press **Feature + 104**. This allows you to listen only.

Voice Mail Quick Reference Guide

Initialize Your Voice Mailbox

1. Pick up the handset and press **MSG**.
2. The voice prompts guide you through the steps to initialize your mailbox.

Access Your Messages from Your Telephone

1. Pick up the handset and press **MSG**.
2. Enter your password and press #.

Access Your Messages from any Residence Hall Phone

1. Pick up the handset and press **MSG**.
2. Enter your password and press #.
3. At the prompt, enter your extension number.
4. Enter your password and press #.

Access Your Messages from any Non Residence Phone

Dial your telephone extension directly: Press * during your greeting. At the prompts, enter your extension and password, and press #.

Mailbox Options:

1. Pick up the handset and press **MSG**.
2. At the prompt, enter your password and press #.
3. Press 9 and select one of these options:

Press 1	to change your name announcement or personal greeting
Press 2	to change your password
Press 3	to create or edit group lists
Press 4	to enable or disable Off-site Notification

Message Playback Options:

While you listen to a message, select one of these options:

- Press 1 to listen to the first message
- Press 2 to save the current message
- Press 3 to delete the current message
- Press 4 to reply to the sender of the current message
- Press 5 to forward the current message
- Press 6 to hear date, time and sender information
- Press 7 to move back 5 seconds in the current message
- Press 8 to pause the current message for 20 seconds
- Press 9 to move forward 5 seconds in the current message
- Press # to move to the next message
- Press * to return to the main menu

If you need assistance or have any questions regarding the phone service please contact:

Shelia Higgins
Telecommunications Specialist
IT Service Department
Email phonereq@cnu.edu

****All requests must be sent electronically through email****

Information

Abusive/Annoying Calls

Please report abusive or annoying calls to University Campus Police at 594-7777, immediately so proper action can be taken. You should also notify your Resident Assistant of the problem.

Billing

Local Charges are included with your residence hall room fee.

Repair Service

Christopher Newport University will be responsible for line repairs. The telephone instrument is the sole responsibility of the student. Charges for vandalizing phones, jacks, wiring, etc. will be the student's responsibility.

Voice Mail Service

Each phone number includes Voice Mail. There is one voice mailbox per phone. Please remember your voice mailbox password. **If you forget your password, submit an email request to phonereq@cnu.edu. The request must come from a CNU email address, and your password will be emailed to you.**

Card Calling

(Use for Long Distance)

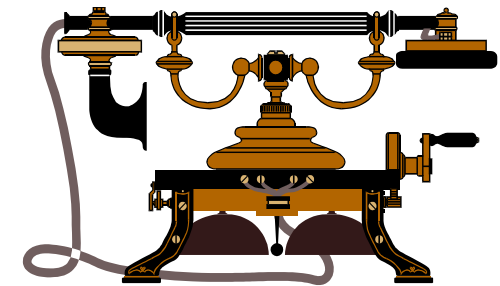
To access your calling card: Dial 9 and follow instructions on your card to place your call.

Moving Phones

Student phones are **NOT** to be moved from room to room. Each room is assigned a specific number and cannot be moved from its assigned location.

Phones are to remain plugged in at **ALL** times to ensure that each phone is functioning properly.

RESIDENCE HALL



TELEPHONE INSTRUCTIONS