

Telephone User-Instructions

Phone Types used by Bard College Staff, Faculty and Administrative:

- [NEC D-Term Series](#)
- [NEC Single-Line](#)
- [Corteleco Colleague Speakerphone](#)

D-TERM MULTI-LINE TELEPHONE

Dedicated Function Keys and Lamps

- **UP/DOWN:** Modifies LCD contrast, speaker/receiver volume, and ringer volume.
- **HOLD:** Places an internal or external call on Hold.
- **TRF (TRANSFER):** Allows the station user to transfer established calls to another station without attendant assistance.
- **ANS (ANSWER):** Answers a call waiting.
- **SPKR (SPEAKER):** Controls the built-in speaker, which can be used for Hands-free dialing and Hands-free answer back.
- **LNR/SPD (LAST NUMBER REDIAL/SPEED DIAL):** Activates Last Number Redial and/or Individual Speed Dial.
- **CNF(CONFERENCE):** Establishes a three-way conversation.
- **FNC (FUNCTION):** Accesses various telephone features. See details below.
- **RECALL (RELEASE):** Terminates an established call and re-seizes internal dial tone.
- **MIC LAMP:** Displays the status of the built-in microphone.
- **CORNER LAMP:** Flashes to indicate an incoming call to the telephone and lights solid when a message has been left in Voice Mail.

Function Features

MICROPHONE ON/OFF

DESCRIPTION: Controls the status of the built-in microphone for hands-free speakerphone. This can be done while engaged in a conversation.

TO CHANGE MICROPHONE STATUS:

1. Depress the **FNC** key.
2. Depress the digit "1" on the touch-tone pad.
3. If the microphone is on, this will turn it off. If the microphone is off, this will turn it on.

4. The status of the microphone will be indicated by the **MIC** light.
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ADJUST INITIAL RECEIVING VOLUME (Temporary)

DESCRIPTION: Enables the user to adjust the volume received through the handset while engaged in a conversation.

1. Depress the **FNC** key.
2. Depress the digit "2" on the touch-tone pad.
3. The **LCD** will display the default volume status.

TO CHANGE THE STATUS:

1. Depress the **FNC** key again.
 2. Depress the digit "2" on the touch-tone pad.
 3. **LARGE** indicates higher volume
 4. **SMALL** indicates lower volume.
 5. **Note:** Once the call is terminated, if the volume was adjusted for **LARGE**, it will revert back to **SMALL**, which is the default setting.
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ADJUST TRANSMISSION/RECEIVING VOLUME (Permanent)

DESCRIPTION: This will adjust the volume heard through the handset permanently, or until the user resets the volume. This can be done while engaged in a conversation.

1. Depress the **FNC** key.
2. Depress the digit "4" on the touch-tone pad.
3. The LCD displays the current volume setting.

TO CHANGE THE VOLUME:

1. Depress the **FNC** key.
 2. Depress the digit "4" on the touchtone pad.
 3. This allows the user to alternate between **SMALL** and **LARGE** volume.
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RINGER TONE

DESCRIPTION: Controls the ON/OFF status of the built-in microphone for hands-free answerback. Hands-free may be turned ON or OFF while engaged in a conversation.

TO ACTIVATE HANDS-FREE MODE:

1. Depress the **FNC** key.
2. Depress the digit "5" on the touch-tone pad.
3. **LCD** displays current status.

TO CANCEL HANDS-FREE MODE:

1. Depress the **FNC** key.
 2. Depress the digit "6" on the touch-tone pad.
 3. **LCD** displays current status.
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To Originate an External Call

1. Depress **SPKR** or lift handset; receive dial tone.
 2. Dial the Office Access Code, e.g. 9.
 3. Dial desired external telephone number.
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To Originate an Internal Call

1. Depress **SPKR** or lift handset; receive dial tone.
 2. Dial desired station number.
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Call Back

DESCRIPTION: This feature provides the ability for a calling station which has dialed a busy station to dial a Call Back code. When Call Back has been set, the calling station will be rung as soon as the busy station becomes available, providing the calling station is also free.

IF CALLED STATION IS BUSY:

1. Depress **CALL BK*** key; receive service set tone.
2. When called party becomes idle, calling party's telephone party's telephone rings.

(CALL BACK occurs when both are idle)

TO ANSWER CALL BACK:

1. -Depress SPKR or lift handset.
2. -Then called party's phone rings.
3. -Connection is established when called party answers.

TO CANCEL:

1. -Depress SPKR or lift handset; receive dial tone.
2. -Depress CALL BK key; receive service set tone: LED goes out.
3. -Depress SPKR or hang-up, Call Back is canceled.

NOTE: If Call Back ringing occurs and is not answered within 30 seconds, ringing will stop and the Call Back feature will be automatically canceled.

Call Forward (All Calls)

DESCRIPTION: This feature permits All Calls destined for a particular station to be routed to another station regardless of the busy or idle status of the called station. Activation and cancellation may be accomplished by the individual station user.

TO SET:

1. Depress SPKR or lift handset; receive dial tone.

If setting for another station, depress SUBLINE APPEARANCE.

1. Depress FWD key; receive special dial tone.
2. Dial destination station; receive service set tone.
3. FWD LED lights (at your station or the Dterm of the subline station for which you are setting Call Forward-All Calls).
4. Depress SPKR or hang-up; Call Forward & 8212; All Calls is set.

TO VERIFY (WITH A DISPLAY DTERM):

1. If verifying for another station, depress SUBLINE APPEARANCE while idle.
2. Depress the FWD key.
3. Display indicates the station number to which calls are forwarded.

TO CANCEL:

1. Depress SPKR or lift handset; receive dial tone. If canceling for another station, depress SUBLINE APPEARANCE.
2. Depress FWD key; receive service set tone; LED goes out at your station or the Dterm of the subline station (if canceling for another).
3. Depress SPKR or hang-up, Call Forward-All Calls is canceled.

NOTE: When a Call Forward-All Calls is set from Station A to Station B, if Station B is busy, and Station A is called, Station A will continue to ring.

To Place a Call on Hold

DESCRIPTION: This feature permits any station user to HOLD a call in progress by depressing the RED hold key.

1. Depress HOLD key; held line will wink flash.

TO RETRIEVE:

1. Depress SPKR or lift handset.
2. Depress held line.

IF UNANSWERED:

1. After two minutes elapses, automatic recall is initiated.
2. Visual and Audible signal (rapid flash and ring burst) will be sent to the station which placed call on hold.

NOTE: Hold will show as a flashing green LED on your telephone. The same line on other telephones will show as a flashing red LED. Recall will also show as a flashing green LED on your telephone and a flashing red LED on other telephones with the same line.

To Place a Call on Exclusive Hold

DESCRIPTION: This feature permits a user to put a call on hold on their telephone which prevents retrieval from any other telephone.

1. Depress HOLD key twice; line appearance indicates interrupted wink.

TO RETRIEVE:

1. Depress SPKR or lift handset.
2. Depress held line.

NOTE: Only the Dterm which set Exclusive Hold, can retrieve the call.

IF UNANSWERED:

1. After two minutes elapse, automatic recall is initiated.
2. Visual and Audible signal (rapid flash and ring burst) will be sent to the station which placed call on exclusive hold.

NOTE: Exclusive Hold excludes any other telephone from picking up your held call. Exclusive Hold will show as a flashing green LED on your telephone. The same line on other telephones will appear as a solid red LED. Recall will also show as a flashing green LED on your telephone and a solid red LED on other telephones with the same line.

Call Pick Up (Group)

DESCRIPTION: This feature permits a station user to answer any call directed to another line/extension in their present Pick-Up Group simply by depressing a key or dialing an access code.

STATION WITHIN PICK-UP GROUP RINGS:

1. -Depress SPKR or lift handset; receive dial tone.
2. -Depress PICK key or dial PICK UP Group access code *6.
3. -Connection to calling party is established.
4. -If engaged in a call:
 1. Depress TRF and depress PICK key. The original party will be placed on hold
OR,
 2. Original call can be placed on hold with hold button, seize a second line, depress the PICK key.

NOTE: A call may be picked up from any subline appearance.

Call Pick-Up (Directed)

DESCRIPTION: The feature permits a station user to answer any call directed to another line/extension even if that telephone is not in their Pick-Up Group by simply dialing a code followed by the extension number of the ringing telephone.

A STATION WITHIN THE SYSTEM RINGS:

1. Depress SPKR or lift handset; receive dial tone.
2. Dial PICK-UP DIRECTED access code #6 and dial the station number to be picked up.

If engaged in a call:

1. Depress TRF and dial Call Pick-Up Directed Access Code #6 and dial the station number to be picked up. The original party will be placed on hold
OR
2. Original call can be placed on hold, seize a second line, depress PICK feature key or dial CALL PICK-UP Access Code #6 and dial the station to be picked up.

Call Transfer

DESCRIPTION: This feature permits a station user to Transfer an Incoming or outgoing call to another station within the system without attendant assistance. These transferred calls may be internal or external.

1. After conversing, ask party to hold.
2. Depress TRF; receive interrupted dial tone.
3. Dial destination station's extension, hang up or wait and announce the call before the transfer is completed.
4. If transferring party hangs up, that station's number appears in the center of the recipient's display.

NOTE: To reconnect to your party after encountering a busy or no answer condition, depress TRF a second time and the caller will return.

Call Waiting

DESCRIPTION: This feature permits a busy station to receive a second incoming call. A Call Waiting tone is sent to the busy station.

ACTIVE CALL WAITING:

1. Upon encountering a busy extension.
2. Depress CW key.
3. Busy signal becomes a ring back tone; busy extension hears a call waiting tone.

RECEIVING A CALL WAITING:

1. While engaged in a call.
2. Call waiting tone is heard.
3. Depress ANS key.
4. Call Waiting call is automatically connected; original party is placed on hold.

NOTE: By depressing the ANS key, a station can alternate between the original call and the second party. The display will indicate connected station or trunk at any given time.

TO DISCONNECT:

1. Depress RECALL key or wait for caller to disconnect; station user will automatically be connected to holding party.

Conference

To initiate a conference call consisting of more than three and up to eight phone numbers, please schedule through B&G at x7465.

Consultation Hold

DESCRIPTION: This feature permits a station user to hold any call while speaking to another person.

1. After conversing, ask party to hold.
2. Depress TRF, receive interrupted dial tone.
3. Dial destination station's extension.
4. Consult privately.
5. Allow consulted party to disconnect.
6. Original call will automatically be re-connected.

Last Number Redial

DESCRIPTION: This feature permits a user to recall the last telephone number or extension number dialed.

- Depress SPKR or lift handset; receive dial tone.
 - Depress LNR/SPD key and a star (*) or dial Access Code *9.
 - Last number called, either external or internal is automatically redialed.
 - To display the stored digits, stay on-hook and depress LNR/SPD.
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One-Touch Keys (Speed Dial)

DESCRIPTION: This permits a station user to program a One-Touch Speed Call key. *This function is only available with phones with One-Touch Speed Call keys.

TO PROGRAM:

- Depress FNC/FEATURE key.
- Depress the desired ONE-TOUCH SPEED CALL key.
- Enter the desired telephone number or feature code on the keypad. Display indicates digits dialed.

TO VERIFY:

- Depress FNC/FEATURE key.
- Depress desired ONE-TOUCH SPEED CALL key.
- Display indicates digits dialed.

TO USE:

- Depress SPKR or lift handset; receive dial tone.
- Depress desired ONE-TOUCH SPEED CALL key.
- Number or feature is automatically activated.

NOTES:

- 1) To program a hookswitch for transfer or feature activation, depress RECALL key as first digit. ("!" will be displayed on LCD.)
- 2) To program a pause, depress RECALL key as any digit other than the first digit. ("- " will be displayed on LCD).
- 3) To program a VOICE CALL, depress TRF key after dialing station number. ("V" will be displayed on LCD).

Speed call keys for feature access:

Speed dial keys may be used as feature keys by storing feature access codes. Access codes may be stored in conjunction with telephone numbers. For example, one key can be programmed by the user to transfer to a certain extension.

Save and Repeat

DESCRIPTION: This feature permits a user to save a specific number, either internal or external, for one time use only.

TO SAVE:

- Depress SPKR or lift handset; receive dial tone.
- Dial desired telephone number.
- Encounter a busy condition or a no answer.
- Depress S&R; dialed number is now stored.
- S&R LED light.

TO VERIFY:

- While idle; depress S&R.
- Display indicates digits stored.

TO DIAL THE SAVED NUMBER:

- Depress SPKR or lift handset; receive dial tone

-Depress S&R; the stored number will automatically be dialed.

-S&R automatically canceled; LED goes out.

NOTE: If Save and Repeat number is busy or no answer is received, to save it again, depress S&R again before going back on hook. It is not necessary to erase a saved number in order to save another. The second number replaces the first.

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CORTELCO COLLEAGUE SPEAKERPHONE

TELEPHONE FEATURES:

PULSE & TONE DIALING

1. 1. If your telephone line accepts a touch-tone dialing, set the PULSE/TONE switch to the Tone position.
2. 2. If your telephone line requires a rotary (pulse) dialing, set the PULSE/TONE switch to the Pulse position.
3. 3. If you are unsure which system you have, set the switch to the TONE position. Lift the handset. When you get a dial tone, dial a telephone number. If the dial tone continues, move the switch to PULSE, and then dial the telephone number again.
4. 4. If the Pulse/Tone Switch is set to the Pulse position and you want to make a tone entry after pulse dialing, press the * button once, then dial the number.

RECEIVING A PHONE CALL

1. 1. Be sure the RINGER switch is set to the HI or LOW position.
2. 2. When the phone rings, lift the handset.
3. 3. Set the ringer switch to the OFF position when you do not want to be interrupted by the phone ringing. Remember to set the Ringer switch to Hi or Low when you want to receive calls again.

PLACING A PHONE CALL

1. 1. Lift the handset and wait for a dial tone.
2. 2. Dial the telephone number you wish to call, or depress one of the 10 memory buttons.

VOLUME BUTTON

A built-in amplifier feature allows you to increase the listening volume in the receiver of the handset when speaking with your party. When needed, press the VOLUME button to achieve three different levels. The volume will go back to normal after you hang up the handset.

REDIAL BUTTON

1. 1. If the number you dialed is busy, or you want to call the last number dialed again, lift the handset, or press and release the hook switch for a new dial tone.
2. 2. Press REDIAL.
3. 3. The last number called (31 digits maximum) will automatically be redialed.

HOLD BUTTON

1. To place a call on hold, press the HOLD button and hang up the handset. The HOLD Indicator will light up and remain lighted until you resume your conversation.
2. To resume your conversation, lift the handset or that of any extension phone on the same line. The HOLD indicator will go off and your call can continue.

FLASH BUTTON

1. While having a conversation, another party calls and you hear a tone. Press the FLASH button one and release.
2. The first conversation is placed on hold and the second call can be answered.
3. Press FLASH button again and release. The first caller can be spoken to again and the second call is placed on hold.

DATA PORT

This is a connection, which is in parallel with the telephone line. It allows the connection of a device such as a modem, caller ID, or an answering machine.

STORE BUTTON

To Store A Number In Memory:

1. Lift the handset and press the STORE button.
2. Dial the telephone number (15 digits maximum) to store in memory. (Note: The memory locations can be chained together to store numbers of longer length)
3. Press STORE again.
4. To store in an auto memory location — Press one of the memory buttons (located on top of base)
5. Use pull out memory index to write in name and the memory button where it is stored.

To Dial A Number In Memory:

1. Lift the handset and wait for a dial tone.
2. To dial an auto memory button (located on top of base) — Press the desired auto memory button.
3. The number will be dialed automatically

PAUSE BUTTON

The PAUSE button allows you to insert a 3.6 second pause in the dialing sequence. This is particularly useful if you are connected to a PABX system where you must dial an access code (usually the number 9) to obtain an outside line. It can also be used when storing numbers in memory locations to insert a delay in the dialing sequence.

MESSAGE WAITING LAMP

The Message Waiting Lamp will light when a message is waiting at a properly equipped PABX or telephone central office. This switch located under plastic memory index cover allows the phone to be configured for 90V message waiting on T/R (tip/ring, the red/green wires) or Y/B (the yellow/black wires). If this switch is in T/R position then the message-waiting lamp also serves as visual ring indicator.

HANDSFREE BUTTON

The Hands free button (HF) is used to go off-hook without lifting the handset.

SPEAKER VOLUME

Use the hands free Speaker Volume slide control located on the right side of the phone base to change volume control hands free. This increased volume should allow persons

with hearing impairments to carry on normal conversations by adjusting the receive volume to its proper level.

MUTE BUTTON

Press MUTE to speak without the person on the phone hearing your conversation. The MUTE Indicator will light up and remain lighted until you resume your conversation. To resume your conversation, press MUTE. The MUTE indicator will go out and your call can continue.

Telephone Security Information

Harassing Phone Calls

The College Telephone system is capable of tracing the origin of another college extension. This means that if you receive a harassing call in your dormitory or office and the call originated from another college telephone, the system will record telephone numbers, the date and the time of the occurrence. If the harassing phone call originates from "off campus", the college phone department can work with the local telephone company to trace the call. In either case, notify Bard Security immediately to report the incident.

Procedure for Initiating a Trace

While on the line with what is believed to be a harassing caller, depress the switch hook momentarily, then press star five (* 5) The caller will not be aware that the tracing

process has just been initiated. At this point you will hang up and immediately call the Bard Security dispatcher at extension 7460 who will then contact the Bard Telephone department to investigate.

FAQ

How do I verify my dormitory hall phone or office telephone number?

Call the operator or, between the hours of 7 am and 5 pm, dial 7465 for the Buildings and Grounds department or, for after-hours information, dial 7460 for Campus Security. Your correct number will appear on their caller ID and they will relay it to you.

How do I receive long distance service on my dormitory hall phone?

Your hall phone is set up for local service and 800 service. Contact the Bookstore at x7005 to purchase pre-paid calling cards.

Is there a telephone number I can call during the day (7am–5pm) to receive telephone operation assistance?

Yes, Dial extension 7465. Or please create an on-line work order.

<http://inside.bard.edu/bandg/>

How do I set up my Voice mail in my office?

Pick up your receiver, from your own office phone. Dial 7600; enter default pass word, 1234; follow the tutorial, which will guide you through the process of assigning a pass code and setting up your Voice Mail.

My telephone does not work, what do I do?

1. Be sure that the telephone is securely plugged into the wall jack.
2. All offices are equipped with one Ethernet and one telephone jack for each staff member. These jacks are identical in shape. Be sure the telephone is plugged into the telephone jack, white or ivory, rather than the Ethernet jack, which is normally blue.
3. When all else has failed, please create an on line work order.
<http://inside.bard.edu/bandg/>