

Cover illustration of Harkness Tower by Gunther Dannheim

Yale University ITS–Telecommunications Residential Telephone Services

25 Science Park 432-9644 <http://www.yale.edu/its/telecom>

Dialing Instructions (Local, Long Distance, International, Directory Assistance, Emergencies)	page 3
Telephone Equipment	page 5
Telephone Features, Explanation and Use Central Campus, Science Hill and Harkness (Call waiting, call back, consultation, conference, last number dialed, call forwarding)	page 5
Voice Mail Central Campus Single Users Central Campus Multiple Users (suitemates sharing a telephone) Harkness Troubleshooting Voice Mail	page 6 page 8 page 10 page 11
Long Distance Services Definition of YALENET Toll Authorization Numbers Bulldog YALENET Calling Cards Collect/Operator Billed Calls	page 12
Billing Long Distance Billing Monthly Call Detail Disputed Calls Long Distance Rate Information Rights of Revision	page 13
Telephone Troubleshooting and Repair	page 14

EMERGENCIES: DIAL 911

The ITS-Telecommunications Residential Services Office located at 25 Science Park will serve as the Business Office for any questions or problems that you have with your telephone and voice mail service. Our office is open from 8:30 am to 4:30 pm, Monday through Friday. The telephone number is (203) 432-9644 (dial 2-9644 from your campus residence); and our web address is www.yale.edu/its/telecom

If you need telephone repair, please read the section on Repair before calling 432-9644. Rates are subject to change without notice.

YALENET Dialing Instructions

To call ITS	from Central Campus and Science Hill, dial	from Medical Center, dial
Residential Services	2-9644	2-9644
Telephone Repair	2-9644	2-9644
Voice Mail Access	6-8000	5-7777
Voice Mail Help	2-9644	2-9644

To Call From All Yale Areas

Central Campus and Science Hill numbers	last 5 digits
Medical Center Numbers	last 5 digits
Local numbers	9 + 7 digits
Connecticut Mental Health Center (CMHC)	9 + 789-7300

Directory Information:

University/Students	2-4771
Hospital	8-4242
Out-of-State*	9 + 1 + area code + 555-1212 + TAN
International*	9 + 00 + TAN
Operator (Yale)	0

** Charges apply for all intrastate, interstate, and international directory assistance calls*

To Call Long Distance:

Long distance, in-state (YALENET)	9 + 1 + area code + 7 digits + TAN
Long distance, out-of-state (YALENET)	9 + 1 + area code + 7 digits + TAN
Long distance, in-state (personal credit card, bill to third number, collect)	9 + 0 + area code + 7 digits
Long distance, out-of-state (personal credit card, bill to third, collect)	9 + 0 + area code + 7 digits
International (YALENET)	9 + 011 + country code + city code** + number + TAN
International (personal credit card, bill to third, collect)	+ 01 + country code + city code** + number
Toll-free (800) numbers	9 + 1 + 800+ 7 digits

** Not always needed; consult AT&T directory

EMERGENCIES

POLICE AND FIRE EMERGENCIES	911
CAMPUS POLICE	2-4400
HEALTH SERVICES	2-0123

Telephone Equipment

Students are encouraged to obtain their own **touch tone** telephone sets. Any touch tone telephone will work on the Yale University telephone system.

Yale Residential Telephone Service Features: Central Campus, Science Hill and Harkness

❖ 5-digit University dialing

- ❖ **Consultation** enables you to place the first caller on hold and consult with a second caller.

To Activate:

With first party on the line, **depress switchhook**: Hear 3 beeps:

Dial telephone number of second party: Consult in private:

When consultation is complete, consulted party hangs up: You will be automatically connected to original party.

- ❖ **3-way Conference** allows you to establish a 3-party conference call (the other two parties may be inside or outside the Yale Telephone system).

To Activate:

With first party on the line, **depress switchhook**: Hear 3 beeps:



Dial telephone number of **third party**: Talk in private:

When ready, **depress switchhook again** to let first party into conversation:

All three telephones are connected.

- ❖ **Call Forwarding** You may call forward your calls to another number.

To Activate:

Lift handset and depress   . Hear beeps. Dial phone number you wish to call forward to. (Call forwarding is inoperable when call forwarding to a toll number.)

Important Your telephone may be call forwarded to voice mail or another number activated by the previous occupant(s) of your room.

To Deactivate:

Lift handset and depress   , and hang up.

Central Campus Voice Mail Instructions Single Users (One person in a room)

Help Line-2-9644

Use your telephone keypad to access your mailbox or to make changes.

Voice mail is created upon request. Please call (203) 432-9644 for activation.

Step 1 • Have Ready:

- A greeting to record for your callers.
- A 6- to 10-digit passcode of your choosing.

Step 2 • Setting up Your Mailbox:

- **Dial 6-8000** (Campus VM access number). You will hear "Hello mailbox number____, please enter your passcode."
- **Press 123456** (Generic temporary passcode)
- **Follow the tutorial.**

Step 3 • Listening to Your Messages:



From your phone:

- Dial 6-8000 (Campus VM access number) You will hear "Hello (SUBSCRIBER'S NAME)" please enter your passcode.
- Enter the 6- to 10-digit passcode you have chosen.


From another Yale phone without Voice Mail:

- Dial 6-8000. You will hear "Welcome to Yale Voice Messaging, please enter the mailbox number you are calling."
- Enter your 5-digit phone number and .

From a Yale phone that has Voice Mail:

- Dial 6-8000. You will hear "Hello (owners name), please enter your passcode."
- Enter  and your 5-digit phone number and  again.

From off-Campus:

- Dial 436-8000 (Use area code 203 if calling from outside of local New Haven area). You will hear "Welcome to Yale Voice messaging. Please enter the mailbox number you are calling."
- Enter your 5-digit phone number and .

Please note: Unplayed and played message retention time is 10 days. After 10 days, the messages are automatically deleted.

To Change Your Message and hear other options:

- Enter your mailbox and Press U for user options.
- Your mailbox number = Your 5-digit phone number.

Central Campus Voice Mail Instructions Multiple Users (suitemates sharing a telephone)

Voice mail can be set up for multiple users upon request. Please call 2-9644 for assistance.



Help Line-2-9644

**Personal mailboxes are assigned by Telecommunications.
Use your telephone keypad to access your mailbox or to make changes.**

Step 1 • Have Ready:



- A greeting to record for your callers.
- A 6- to 10-digit passcode of your choosing.

Step 2 • Setting up Your Mailbox:

- Dial 6-8000 (Campus VM Access number). You will hear "Hello mailbox number____, please enter your passcode."
- **While the voice is still speaking, Press , your personal mailbox number____  and again.**
- You will hear "Hello mailbox number____ please enter your passcode."
- Press 123456 (Generic temporary passcode)
- Follow the tutorial. Hang up.

Step 3 • Listening to Your Messages:



From your phone:

- Press 6-8000. You will hear "Hello mailbox number____, please enter your passcode."
- Press  and your personal mailbox number and  again. You will hear "Hello (Your name) please enter your passcode."
- Enter the 6- to 10-digit passcode you have chosen.


From another Yale phone without Voice Mail:

- Press 6-8000. You will hear "Welcome to Yale Voice Messaging, please enter the mailbox number you are calling."
- Enter your personal mailbox number and .

From a Yale phone that has Voice Mail:

- Press 6-8000. You will hear "Hello (owners name)".
- Enter  and your personal mailbox number and  again.

From off-Campus:

- Call 436-8000 (Use area code 203 if calling from outside of local New Haven area). You will hear “Welcome to Yale Voice messaging”
- Enter your personal mailbox number and .

- **To Change Your Message and hear other options:**

- Enter your Mailbox and Press U for user options.

Harkness Voice Mail Instructions

Voice mail can be set up with a generic greeting, upon request. You have the option of creating an individual personal voice mail box, at no charge, by calling 2-9644.

Voice Mail Help Line: 2-9644

Step 1 • Have Ready:

- A greeting to record for your callers.
- A 6- to 10-digit passcode of your choosing.

Step 2 • Setting up Your Mailbox

- Dial 5-7777 (Harkness Voice Mail access number). You will hear "Hello mailbox number ____ Please enter your passcode."
- Press 123456 (Generic temporary passcode).
- Follow the tutorial.

Message Taking


The phone will ring four times and if no one answers, your voice mail will take a message.

Step 3 • Listening to Your Messages:



From your phone:

- Dial 5-7777 You will hear "Hello (YOUR NAME)" please enter your passcode.
- Enter your passcode.


From another Yale phone without Voice Mail:

- Dial 5-7777 You will hear "Welcome to Yale Voice Messaging"
- Enter your 5-digit phone number and .

From a Harkness phone that has Voice Mail:

- Dial 5-7777 You will hear "Hello owners name".
- Enter  and your 5-digit phone number and  again.

From off-Campus:

- Dial 785-7777 (Use area code 203 if calling from a long distance number). You will hear "Welcome to Yale Voice messaging."
- Enter your 5-digit phone number and .

To Change Your Message:

- From your mailbox press U for user options.
- **Please note:** unplayed and played message retention time is 10 days.
- Terms: Harkness Voice Mail access number = 5-7777
- Your mailbox number = Your 5-digit phone number.

Voice Mail (Harkness) Troubleshooting Voice Mail: Questions and Answers

Q. I don't know my mailbox number.

A. Call the ITS–Telecommunications Office at 2-9644 or access the web at www.yale.edu/its/telecom

Q. How will I know when my mailbox is ready to be programmed?



A. 1. Dial the Voice Mail access number in your area. If your mailbox is ready, you will hear "Hello mailbox ..., please enter your passcode." If you don't hear that message, please call the ITS–Telecommunications Office at 2-9644.

Q. I don't know my passcode.

A. 1. The passcode to set up your mailbox for the first time only using the tutorial is 123456. Thereafter it will be the one you programmed.
2. If you forget the one you programmed, ITS–Telecommunications needs to reset the passcode. Please call 2-9644. Keep checking 6-8000 and entering 123456. You will need to reprogram your passcode.

Q. My Voicemail doesn't take messages.

A. 1. Campus Users:

- a. Have you activated (call forwarded) your mailbox by pressing  (the star key)  and 6-8000?
2. If you can't activate your mailbox in this manner:
 - a. be sure you have a touchtone phone.
 - b. be sure the switch on the phone is turned to tone, and not pulse.
 - c. Call 2-9644 if you still have problems.

Q. I have roommates. What do I need to set up my mailbox?

A. 1. You need a personal mailbox number assigned by the Residential Services office. To obtain this number, please call 2-9644.
2. Be sure you are using the instructions for Multiple users—roommates sharing a phone.

Q. Can I activate and deactivate my mailbox?

A. No. Voice mail is automatically programmed to forward to voice mail while on the phone or if after 4 rings with no answer.

Long Distance Services YALENET Explanation

YALENET, a service of the Yale ITS–Telecommunications Department, offers direct long distance dialing to anywhere in the world. Both domestic and international calls will be billed at discounted YALENET rates. YALENET is available 7 days a week, 24 hours a day. Rate information may be obtained at 25 Science Park or via the web: www.yale.edu/its/telecom

Toll Authorization Numbers (TANS)

TANs provide individualized billing, security from toll call abuse on your phone and the ability to place calls from other telephones on campus and have them billed to your bursar account. *If you are in a single room and choose not to require toll authorization numbers to place YALENET calls, you must register with the ITS–Telecommunications office, 25 Science Park or via the web: www.yale.edu/its/telecom. You will be responsible for every phone call placed from and to your telephone and billed to your university account.*

All Freshmen and new students receive a Toll Authorization number (TAN). It serves to identify you as an authorized user of YALENET and provides a means to identify your toll charges and match them with your university account. *TANs are issued to students individually, and are to remain confidential and be used exclusively by the person to whom they are assigned.* TANs are not to be shared among room residents, given out, or posted in conspicuous places. Fraudulent use of TANs will not be tolerated (refer to UNDERGRADUATE REGULATIONS.) A student who has been issued an authorization code is responsible for all calls billed to that code. Any student using a TAN not belonging to him/her will be referred to appropriate University officials for disciplinary action.

If your TAN is lost or stolen, notify the ITS–Telecommunications Department immediately. We will delete your current number and assign you a new one. Credit for calls will not be given unless there is sufficient proof of fraud. **You are liable for monthly charges that accrue until notification of cancellation is received.**

YALENET Calling Cards:

All students may request a Yalenet Calling Card by calling 6-4055 between 8:30 a.m. – 4:30 p.m. The calling cards provide convenient **off-campus** calling. The same rules apply as for TANs. Card numbers should be kept confidential. Long distance calls made with your YALENET calling card will be billed to your university account. See above rules for fraudulent use and requesting additional cards.

Collect/Operator-Billed Calls

Collect and bill-to-third party calls are not permitted.

Billing

YALENET Long-Distance Billing

The *total* charge for YALENET calls will be billed monthly to the academic portion of your university bill. Your university account must be paid in accordance with University policy (refer to UNDERGRADUATE REGULATIONS).

Monthly Call Detail Statement

Monthly, the ITS–Telecommunications Department will provide a detailed listing of all the calls made through YALENET and billed to your university Account. It will show the originating station number, the number called, the time of day, the duration, the cost, and the date of each call. The itemized statements can be viewed at: <https://ytms.its.yale.edu/pinnweb>.

Disputed Calls

If you feel you were incorrectly billed for a particular call, the ITS–Telecommunications Department is to be notified no later than fifteen (15) calendar days from the date of the university billing statement in question.

The ITS–Telecommunications Department will respond to you within fifteen (15) days of receipt of the complaint. In cases where credit is given, correcting entries will be made through the university's student financial services system.

Long Distance Rates

Intrastate and Interstate (including Puerto Rico and the U.S. Virgin Islands) Calls will be billed at YALENET Rates. For rates, please visit our website (<http://www.yale.edu/its/telecom>) or call 432-9644.

International Calls will be billed at current YALENET Rates.

Out of State Directory Assistance Calls will be billed at the current AT&T Rates.

Bill-to-third and collect calls are restricted

Rights of Revision The ITS–Telecommunications Department reserves the right to alter any part of this agreement with thirty (30) days written notice. We also reserve the right to cancel this service at any time with prior notice.

Telephone Troubleshooting and Repair

When problems occur, try the following procedures. If the problem persists, contact Telecommunications Residential Services at 2-9644.

No Dial Tone:

1. Be sure you have plugged your phone into all the jacks in the room to see which one is activated.
2. Try your phone in a room that has telephone service to see if your phone is working or try another phone in your jack.
3. Are the wires running from the handset to the telephone and from the telephone to the jack plugged in securely?
4. Do you have an answering machine? If so, try plugging the phone in without the answering machine to determine if the answering machine is a problem.

Phone Doesn't Ring:

1. Is the handset cradled properly?
2. Are all the plugs secure?
3. Check the ringer switch on the phone. It may be turned off.
4. Call the phone from another room. Can you hear it ring through the receiver?
5. Do callers have the correct number?

After determining that all the above steps have been taken:

1. Call 2-9644 to report your problem. Please indicate a time when you will be in your room so that our technicians may obtain access to your telephone.