

Rowan University's Student Guide to the RolmPhone and AVST CallXpress® Voicemail



Information Resources Support Desk
856-256-4400

Local Calling Exchanges from Glassboro

Blackwood – 227, 228, 232, 245, 290, 302, 373, 374, 401, 443, 481, 569, 637, 644, 677, 718, 827, 842

Franklinville – 350, 390, 422, 512, 694, 822, 984

Glassboro – 226, 243, 244, 249, 307, 347, 395, 403, 416, 431, 442, 509, 595, 612, 652, 863, 881, 997

Mullica Hill – 223, 264, 301, 343, 357, 360, 417, 478, 535, 625, and 609)254

Pitman – 218, 256, 269, 270, 286, 436, 553, 556, 582, 589, 716, 893, 956

Wenonah – 242, 292, 353, 415, 464, 468, 494, 539, 681, 736, 947

Williamstown – 237, 262, 274, 340, 341, 398, 404, 513, 562, 610, 629, 649, 728, 740, 818, 837, 875, 885, 889

Woodstown – 277, 329, 624, 723, 769, 823, 954

The RolmPhone System

Rowan University is on a digital phone system (as opposed to an analog system like the phone line in your home). A regular phone you would buy will not work in the phone jack.

Making Calls

On-Campus – Dial the last four digits of the phone number (the extension number) for both faculty/staff and students.

Local Off-Campus and 800 numbers – Dial 9 and then the number

Long distance calls:

Calling cards – Dial 9, then follow the instructions on your card.

Answering Calls

Simply pick up the receiver (handset).

A double ring is an off-campus call; a single ring is an on-campus call.

Features of the RolmPhone 120

One-Way Speakerphone – Simply press the line button to get a dial tone and you may perform any function you wish. When you dial a number, you must pick up the receiver for the person to hear you.

Call Waiting – The RolmPhone is capable of having two callers on the same line. If you are on the phone and another call comes in, you will hear a **beep** and the **Connect-Call-Waiting LED** will illuminate. To switch to that incoming call (and put the other caller on hold automatically) simply press the **Connect Call-Waiting** button. To get back to the original caller, press the **Connect Call-Waiting** button again. You

can switch back and forth as many times as you want.

Call Forwarding – Get a dial tone, press the **Forward Calls** button, and then enter the four-digit extension where you want your calls to go. This feature only works with on-campus extensions. Hang up, and your line LED will be flashing very quickly. This indicates your line is forwarded. To cancel, press **Forward Calls** again. *NOTE: your calls will not go to PhoneMail if you have your phone forwarded. Remember to turn it off when you're back in your room.*


Do Not Disturb – This button will redirect all your incoming calls to your Phone Mail.


Speed Dial – To set a Speed Dial number, get dial tone, press the **Speed Dial button twice**, dial **one number** you want to set (1 through 9 on the dial pad), then dial the **phone number you want to store**, and **hang up**. (Make sure you keep a record of which Speed Dial number stands for what number). To use a Speed Dial number, get dial tone, press the **Speed Dial button** once, and dial the number of the Speed Dial you wish to call.


Flash - When you are on a call, you can press **Flash**, which will put the current caller on hold. Then you will get a second dial tone, allowing you to do whatever you are able to do with a regular dial tone. To reconnect with the first caller, press the **Connect Call-Waiting** button, this will disconnect the second call.

Transfer – This allows you to transfer a caller to another extension on-campus. To transfer a caller, tell them you are transferring them, press **Transfer** and then

enter in the **four-digit extension number**.
Once it starts ringing, you can hang up.

 **Handset Volume** – The volume of the caller can be controlled by using the two buttons with arrows going up and down.

 **Ringer Volume** – The ringer volume slider is on the bottom of the phone. To turn the ringer off, put the phone on **Do Not Disturb** (see previous page).

 **Ringer Tone** – To change the pitch of your ringer, **get dial tone**, dial ***572**, and select any number between **1 and 8**, 1 being the lowest pitch. The last one you hear before hanging up will be your new ring tone.

AVST CallExpress® Voicemail

Your mailbox number for voicemail is your four digit phone number plus a bed number except in the case of a single room. Your actual box number will be emailed to your Rowan email address. If you do not know what your email username and password are please go to <http://www.rowan.edu/password/reset>

Your initial pass code for voicemail will be the last four digits of your Rowan ID. To access the system from another phone call 856-256-5999 (or dial extension 5999 from an on-campus phone). The first time you access the system it will walk you through setting up your mailbox.