

Town House

Rowan University's Student Guide to the Cisco IP Phone & 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 Cisco IP Phone System

The Cisco IP 7912G Phone combines new-world functionality with the familiarity of a traditional analog phone.

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 Cisco IP 7912G

Call Waiting – If a new call comes in while you are on a call, you will hear a call waiting tone and see caller ID information. To answer the call, press **Answer**. To return to the original call, use the **Navigation** button to select the desired call and then press the **Hold** button. To switch between calls, use the **Navigation** button to select the desired call and then press the **Hold** button to resume.

Call Forwarding – This feature allows you to forward incoming calls to another on-campus extension. To use, go to more > **CFwdAll** and enter the **four-digit extension number** where you would like to receive your calls. To cancel, select more > **CFwdAll** again.

Flash – This feature allows you to place a call while another call is active. To use this feature, press **Hold** and then **New Call**. You can now dial the desired number. To switch between calls, use the **Navigation** button to select the desired call and then press the **Hold** button to resume.

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

then enter the **four-digit extension number**. When you hear the call ringing, press **Transfer** again.

Handset Volume – Press the volume button during a call or after invoking a dial tone. Press **Save** to preserve new level as the default volume for handset or speaker.

Ringer Volume – Press the volume button while the handset is in the cradle.

Ringer Tone – Press the **Menu** button and select **Settings > Ring Type**. Scroll through the ring types and press **Play** to hear the selected ring type. When you find the ring you want, press **Select** and **OK**.

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.