

## Information about Telephones at the Institute

*The information below is intended specifically for scholars in the School of Historical Studies.*

### **Office Telephone Charges**

Members and Visitors in the School of Historical Studies may make local, long distance, and international telephone calls from their office telephones. The School will cover up to \$25.00 per month for long distance calls. If the total cost for long distance calls in a single month exceeds \$25 the excess charges will be redirected to the scholar's personal account. The additional amount charged will appear on the subsequent month's statement from the Comptroller's Office. [Long distance telephone rates](#) can be found on the [Institute's telecommunications web page](#).

### **Equipment Malfunction**

If your telephone is not working properly please contact a staff member in the School of Historical Studies by sending email to the [Staff Pool](#). Please describe the problem in your message. If our staff cannot assist you a technician will be contacted about repairing the equipment.

### **Voice Mail (Meridian Mail)**

You need to know how to access your voice mail because any calls that come in for you while you are out will go to your voice mail, and you may have important messages on it. **Calls from the switchboard about faxes or express mail deliveries will be on your voice mail.**

The red light above the screen lights when someone leaves you a message.

To get your voice mail messages:

1. Pick up the receiver and push the button marked "Message" at the bottom of the phone. You can also access Meridian Mail by dialing 8010 from any phone in the Institute, or 734-8010 from any touch-tone telephone outside the Institute.
2. When you hear the voice say "Meridian Mail, Mailbox" dial your own extension followed by the key marked # (the pound key.) The voice will ask for "Password".

\*Your password should be the same as your extension, so dial your extension number again, followed again by the # key.

3. The voice will tell you the total number of messages you have received, followed by the time the first message was left. To hear the first message press 2.
4. After you have listened to a message, you can delete it by dialing 76. It is a good idea to delete messages after you have listened to them because too many messages clog and slow the system.
6. After the message has stopped playing, if you stay on the line the system will suggest additional prompts such as 76 to delete the message, 2 to play the message again, or 6 to go on to the next message.
7. To exit or log off from Meridian mail simply hang up.

## Recording External, Internal, and Temporary Greetings

There are three greeting options. Callers outside the Institute hear your external greeting; callers on campus hear your internal greeting; you may also record a temporary greeting. A temporary greeting is best suited for brief absences from the office. When you record a temporary greeting, it supersedes your external and internal greetings. After you return to work, simply delete the temporary greeting and your external and internal greetings will take affect unchanged. In other words, you do not have to re-record your external and internal greetings when you leave the office. Please note that if you do not have an external greeting, callers hear the standard system greeting. If you do not have an internal greeting, internal callers hear your external greeting.

To record your greeting	Press	Effect
1. While logged in to Voice Mail, press 8*2.	<b>8 2</b>	"For your external greeting, press 1. For your internal greeting, press 2. For your temporary greeting, press 3."
2. Press 1 for external greeting, 2 for internal greeting, or 3 for temporary greetings..	<b>1 or 2 or 3</b>	"Please enter your new password again, followed by number sign."
If you want to hear the present greeting, press 2.	<b>2</b>	The current greeting plays.
3. Press 5 to record. Wait for the tone before you start to speak.	<b>5</b>	Recording begins.
4. Press # to end the recording. When you have finished recording, you can play the greeting, re-record it, or delete it.		"To replay the greeting, press 2. To re-record it, press 5. To exit, press 4."
To play your greeting	Press	Effect
1. Press 2 to play the greeting you have recorded.	<b>2</b>	The new greeting plays.
To re-record your greeting	Press	Effect
1. While at the beginning of the greeting, press 5 to record. Repeat the steps above to record.	<b>5</b>	The new recording will erase the old one from the place where you started to re-record.
To delete your greeting	Press	Effect
1. Press 76 to delete a greeting.	<b>7 6</b>	The greeting is deleted. See introductory comments about lack of greetings.
To exit	Press	Effect
1. Press 4 to exit.	<b>4</b>	You return to your messages.

## Volume Control

Your phone has a volume control key below the keypad. Tap the right side for greater volume. It controls the ring, voice, etc.

These are the basics. There are many other features of this telephone system. Some other features of your telephone include the ability to transfer calls, forward calls, arrange conference calls, and record a message which callers will hear when you do not answer. (If you do not record a message the caller will hear, "The person at extension \_\_\_\_ is not available. Please leave a message after the tone.") If you want to use other functions of the phone system, please consult the [Telephone Service Information page](#) on the web at: <http://www.ias.edu/telephone/ias/>.

\*We request that Members, Visitors and Research Assistants **do not** change their voice mail password (keep it the same as the phone extension.) Once a password has been changed it is impossible to reset it back to the extension number, and keeping the password as the extension makes for much less confusion as people come and go.