Using your Brandeis Phone

How to Place a Call (Campus, Domestic and International)

- To place an on campus call, pick up the phone and dial the 5-digit extension
- To place an off campus call within the USA, pick up the phone and dial 8-1-area code-phone number
- To place an off campus call to an International location, pick up the phone and dial 8-011-countrycode-phonenumbe

To place calls outside of the Waltham area, you will need a long distance code (used to be referred to as Personal Billing Number or PBN). Each individual gets his/her own long distance code.

Local Calling Areas


Zone 2: Boston Central, Burlington, Canton, Charlestown, Chelsea, Dedham, Dorchester, East Boston, Everett, Hyde Park, Malden, Melrose, Milton, Norwood, Quincy, Reading, Revere, Roxbury, South Boston, Stoneham, Wakefield, Winthrop, Woburn

Call Pick-Up, Hold, and Redial

Call Pick-Up allows people in an office area to answer a call on an extension other than one on his or her phone. To answer the call, lift the handset, press “Pickup.” and press “Answer.”

To place a call on hold, press the "Hold" button. To retrieve the call, press "Resume."

To redial the most recently dialed number, press “Redial.”

Transfer Calls

This setting enables you to transfer any call to another extension within the Brandeis phone system. To transfer a call:

1. Press "Transfer."
2. Dial the 5-digit extension number.
3. When the person answers, announce the call.
4. Press "Transfer" again.

If the extension is busy or does not answer:

1. Press "EndCall."
2. Press the "Resume" soft key to connect to the original caller.

Transfer Directly to Voicemail

To transfer a call directly to voicemail while on an active call:

1. Press "Transfer."
2. Dial "7 + 5-digit voicemail box number.
3. Press "Transfer" again.

Call Forward

This setting temporarily redirects your incoming calls to another extension. To program the destination and activate forwarding:

1. Press "CFwdAll."
2. Listen for the two beep tones.
3. Dial the number to which you would like to direct the calls. To send the calls to voicemail, dial x62222.
4. Confirmation of calls forwarded will appear in the phone's display.

To deactivate this setting, press "CFwdAll" again.

You can also manage call-forwarding and a number of other phone and voice mail settings via our self-service phone portal.
Call Park

This enables you to place an existing call in a special holding status and then retrieve it from another telephone. Parked calls will time out after 60 seconds of inactivity. They will only make the phone ring but will not forward to voicemail. To park a call:

1. Press "More."
2. Press "Park."
3. Note the Bin number (*xxxx where x is a random digit) provided in the display.
4. Hang up.

To retrieve a parked call, lift the handset and dial the 4-digit Bin number provided upon initially parking the call.

Speakerphone

This allows you to place a call while the handset of your multiple-line phone is still in its cradle.

1. Without lifting the handset, press the speaker button.
2. Dial the number you wish to call.
3. When the called party answers, start speaking. You may lift the handset should you decide to speak privately.

To mute the conversation while using the speakerphone, press the "Mute" button, which will subsequently turn red. To turn mute off, press the "Mute" button again.

iDivert

The iDivert softkey allows you to immediately direct a call to your voicemail box. When a call is coming in to your phone, you will notice a softkey button labeled as iDivert, as shown at right. Simply press the softkey beneath the iDivert label and the caller will be transferred to your voicemail box.

Conference Calls

Adding someone to your call

1. Once you are on the line with someone, press the "Confm" soft key.
2. Dial out to the extension you would like to add to the conference call.
3. Once the extension picks up, press "Confm" again to add it to the conference call.

People can only be added to the conference call from one extension calling out (participating individuals cannot dial in).

Conference calling with multiple participants

Zoom web conferencing service is available free of charge to the Brandeis community for all virtual conferencing needs. Zoom allows up to 100 participants to connect to virtual meeting room via web browser, telephone, mobile device as well as other methods. Zoom is a replacement of Blue Jeans.

To obtain an account, visit brandeis.zoom.us/ and click on login. You will automatically be provisioned an account when you log in for the first time. For more information on Zoom, visit Zoom

Department Directory

In order to access all the numbers in your directory, press the "Directories" button on the right hand side of your phone, and choose "Department Directory" (or press the number 5). This will list all of the people who are in your department.
**Dial-by-Name and Campus Operator**

By dialing x65555, you can be connected to the Dial-by-Name Directory on campus. Say the name of the party that you are trying to reach and you will be connected. If you are unable to find the person you are looking for, say “Operator” and you will be transferred to an operator. The campus operator is available Monday-Friday from 9AM-5PM. To call the operator directly, dial 0.

**Alternate Greeting**

This allows you to set and schedule specific voicemail greetings to play to callers during specific times away from the office (i.e. vacation). When the duration of the specific greeting ends, the alternate greeting switches back to your regular voicemail greeting. To set up an alternate greeting, log in to your voicemail box and follow these instructions:

1. Press 4-1-2 to get to the Alternate Greeting Menu.
2. Press 1 to schedule an end date.
3. Choose duration in days. For example, 0 will end later the day of setting, 1 will end the next day, 2 will end for the day after next, and so on. Press 9 to choose month and day.
4. Enter time to end in hours and minutes and press #.
5. Enter 1 for AM, or 2 for PM.
6. Record your alternate greeting.

**Do Not Disturb Setting (Enabling/Disabling Phone Ringer)**

This setting will allow you to control whether your phone will ring or not. By default, your phone will not have this feature enabled. If you would like to request this to be added to your phone, email itsvoice@brandeis.edu with the following information:

- First and last name
- Brandeis email address
- Campus phone extension
- MAC address of the phone

**Personal Billing Number (PBN)**

To place calls outside of the Waltham area, you will need a Personal Billing Number (PBN). All PBNs are assigned to the PeopleSoft chargeline of the appropriate department or grant. Telephone reports are produced on a monthly basis for each department and grant, which include a detailed list of all external calls made by the phones or PBNs in the department, including the cost of each call. Each individual gets their own PBN.

To request a PBN, email itsvoice@brandeis.edu with the following information:

- First and last name
- Brandeis email address
- Phone Extension
- Department chargeline
- Specify domestic or international*

*If you are requesting your phone to be enabled to make international calls, please also include the MAC address of your phone and the specific reason that international access is required in the email.

If you lost your PBN or suspect that it was stolen, contact the Brandeis Telecom Team via e-mail at itsvoice@brandeis.edu.

**Troubleshooting**
If you are experiencing the following problems with your phone...

- Phone does not power on
- Nothing happens when the phone handset is picked up (no dial tone, icon on the screen does not change, the phone continues to ring)*
- Delayed response time when handset is picked up (dial tone takes several seconds or longer to come on)*
- Phone switches sporadically between speakerphone and the handset*
- Software issues
- Network port isn’t working
- Caller ID is incorrect

Try these general troubleshooting steps first:

- Check that the cord is securely plugged in from the wall directly to the port on the back of the phone.
- Verify that the Ethernet cable works by testing it with another device, or try another cable with the phone.
- Test that the port is active by plugging the phone in to a known active port.
- Unplug the Ethernet cable from the phone, wait 10 seconds, and then plug it back in.

The above steps would be applicable for all phone issues listed above except for the last one (caller ID incorrect).

If the problems persist after troubleshooting, email itsvoice@brandeis.edu with the following information (as it appropriately applies to the specific issue):

- First and last name
- Brandeis username
- Phone extension, model, and MAC address
- Color of the port the phone is being plugged in to (and the color of the ports that it was tested with)
- Port faceplate number
- Room or office number where phone is located
- Brief description of problem and troubleshooting steps taken

*If these specific problems persist, be sure to title your email “Bad Hookswitch.”

Find the MAC Address

1. Select "Settings."
2. Select "Model Information."
3. The MAC address - a 10-character series of digits and letters - is listed as the second entry.

Related articles

- Using your Brandeis Phone
- Office Phones
- How to adjust the volume settings on your Cisco IP Phone
- Voicemail
- Campus Phone Refresh