



## Telecoms, Phone Guides and Voicemail

### Telephone installation changes and office moves

To ensure that full maintenance cover is available on the telephone system, up to the socket outlet, and for the University to hold accurate details of its telephone extensions and cabling, it is important that all alterations to the telephone system are controlled.

Detailed requests for alterations should be made giving an indication of timescales. If system programming can do alterations, i.e. swapping numbers, one working day's notice is sufficient. More detailed changes may need external telecoms assistance which will lengthen the process.

### Report a phone fault

If you are experiencing a fault with your analogue telephone, first please carry out a test yourself by changing your telephone for one which is known to be working and plug this into the socket. Make sure to remove double adaptors and extension leads. If the fault persists, it is likely that the line is faulty.

Report the fault to the switchboard operators by:

1. Dialling '0' or raising a works request via: <http://archibus.bath.ac.uk/archygreenbutton/log.do>
2. Giving full details of the fault.
3. Providing the extension number and location.
4. A contact name and number that we can use to contact you e.g. a colleague.

If it is found that the telephone is faulty, you can take it to the Department of Estates, located north of the Chancellors' Building, and change it for a new one.

### Service costs

- Installing a new line and analogue handset £160 + vat
- Installing a parallel line - £90 + vat
- Line move - £90 + vat
- Annual extension rental - £100 + vat
- Annual voicemail box rental - £20 + vat
- VOIP handset - £200 + vat





### **Activating your voicemail**

To use voicemail:

Send an email to - ***telephone@bath.ac.uk***.

Include your extension number and your name.

If required please state that you would like email notification of messages.

We will send you the voicemail user guide.

Record your message.

Email us immediately, stating that you have created your message and requesting us to make you live on the system.

**Please note: Permission is required from your budget holder as there is an annual charge of £20.**

### **Making conference calls**

A conference call enables up to six telephone users to speak to each other at one time. Start your conference call by calling a single person as you normally would. To add an additional person to the conference call:

1. Press the Recall 'R' button and listen for holding dial tone.
2. Select the extension or outside number of the person to be added. Abbreviated codes may also be used, e.g. internal extension number 3232.
3. Inform the person that you will be adding them to the conference call.
4. Press Recall 'R' to receive dial tone and select '\*' and '4'.

The call is now joined to the conference.

Repeat as necessary with up to 6 callers.

### **Phone user guides**

You can find PDF phone user guides on the Department of Estates website (address below) for the following phone models used on campus. You will find your model number at the top of the phone.

- Mitel 5304 IP Phone
- Mitel 5312 IP Phone
- Mitel 5320 IP Phone
- Mitel 5340 IP Phone
- Mitel 5360 IP Phone
- Mitel 5212 IP Phone
- Mitel 5330 IP Phone



<http://www.bath.ac.uk/estates/services/telecommunications/index.html>