

## General Telecommunication Questions for Resident Students

### Long Distance Questions:

- Q. Does the college provide long distances services?
- A. The college does not provide or contract with any particular long distance carrier. The college suggests purchasing a calling card from any carrier through the MCLA Bookstore or local convenient stores to access long distance calling.
- Q. What numbers do I dial from my dorm phone to make long distance calls?
- A. From you dorm phone, you would press 9, 1, then put in your calling card # by following the information on the back of your card. The number is usually a Toll free number then a pin number to access the minutes, then dial the phone number you want to call.

### Voice Mail Questions:

- Q. I forgot my password to access my message?
- A. Call the voice mail help desk at 5115 and our college technician will reset the code.
- Q. I don't know my voice mail box number?
- A. You can call you extension number and hear the auto attendant repeat the box number to you. When calling the voice mail to access your message, put a 9 in front of your voice mail number.
- Q. I lost my instructions for my voice mail?
- A. You can obtain student voice mail instructions on the college website [https://www.mcla.edu/About\\_MCLA/Admin/telecommunications/](https://www.mcla.edu/About_MCLA/Admin/telecommunications/) or call the Telecom HelpDesk x5115.

### Phone System Questions:

- Q. What type of phone can I bring on campus?

- A. VTech phones, cordless or any Trimline corded analog type phones work best with our PBX system. Cell phones have limited reliability in the residential halls. It is best to bring a land line corded phone for the more reliable equipment in your dorm room.
- Q. Do we have caller ID capabilities on our phones?
- A. No, student phones lines do not have caller ID features for off campus calls, but we do have an extension identification system for on campus calls.
- Q. My phone line is dead?
- A. Call the voice mail help desk x5115 and leave a detailed message of the problem. Also, a few troubleshooting ideas to try first, make sure your phone cord is plug into the right jack for phone, not the computer. Next, if you have a cordless phone, make sure your phone is fully charged and set up touch tones to (tone) correctly. If none of these suggestions work, call 5115 for the voice mail help desk.

#### Cellular Phone Coverage:

- Q. What cell service is best around campus?
- A. Currently, Verizon Wireless/AT&T are the most reliable in most areas of North Adams. Our campus area is encounters some dead zones and low service areas (around town and around the campus) including the residential halls (Berkshire Towers/Hoosac Halls). The Townhouse areas are best for minimal service inside and more available outside.