Personal Computer and Communications Equipment Instructions

Useful Numbers

Quick Troubleshooting Guides



Emergency Numbers

* Military Police ......................... 878 – 4555
* Fire Department ………………….. 878 – 1008

Move Day Help Desk

* IT Help Desk ……….…………………. 878 – 4071

Normal Operations Help Desk

* Computers ……………………………. 878 – 4071
* Desk Phone …………………………... 878 – 5231
* VTC ……………………………………….. 878 – 5195

Please be ready to provide the following information:

User Name

Device type/ name

Building Number

Room/Cube location

Callback number

**Contact your IMO if you experience any of the following (please provide location):**

Printers

* Can the printer access your CAC/PlN?
* Can you access the required functionality and did it complete properly (print, email, scan, copy, fax)?
* ls the printer out of toner/paper?
* ls there a paper jam?

Thin Client (TC)

* Is the TC plugged in/ turned on?
* Can the TC access your CAC/PIN?
* Can you access your files/ applications?
* Has your network connection been lost/ desktop disappears?

Desktops/laptops

* Is the system/monitor plugged in/turned on?
* Is the brightness of contrast turned down?
* Any problems accessing the network/network drives?

Desk Phone

* Do you have a dial-tone?
* Is the phone display window blank?
* Do you have problems accessing available phone functions?

VOIP Phone Reset (After a power outage or phone logoff).

* Enter your 7-digit phone number (501-XXXX) as the Username. Press OK.
* Enter "1234" as the password. Press OK.
* If this process doesn't work, contact you IMO.

To Schedule a Conference Call

* Call 878-0073 or 878-1951. Provide the following information:
	+ Timeframe for call
	+ POC name/ email
	+ POC call back phone number

Dialing Information

* On post call....................... 7 digit number (ex. 501-XXXX or 878-XXXX)
* To make a local call: ............................ 99+
* To make a long distance Call: ............ 971+
* To make a toll free call: ..................... 971+
* To make a DSN call: ............................. 94+
* To access voice mail: .................. 878-7100
* Information: ............................... 878-1110

Call Intercept (must be part of call recipient group)

* Lift the handset
* Press "7 7"
* Answer the call

Last Number Redial

* Dial "##"

Deleting and Restoring Messages

* To delete, press "7 6" before, during or after playing a message
* To restore, including auto-deleted messages, return to the message and press "7 6"

Cancel Call Forwarding

* Lift the handset
* Press "\*7 O"
* Listen for busy signal
* Hang up

Call Forwarding

* Lift the handset
* Press "\*8 5"
* Four beeps then dial tone
* Dial the number to where calls will be forwarded and wait for answer (must be 99+ or 971+)
* Hang up

3-Way Call (caller must initiate)

* Dial the first number
* Press the "3-Way Call" button
* Dial second number
* Announce the conference
* When the conference is completed, hang up

Call Transfer (call recipient must initiate)

* While on the call, press the "3-Way Call" button
* Listen for the special dial tone (two short beeps, then regular dial tone)
* Dial the number
* Announce the caller in private, then hang up

Playing your Messages

* Login to your mailbox
* Press "2" to play current message
* Press "6" to play the next message
* Press "4" to play the previous message
* To disconnect, press "8 3", or hang up (Press \* at any time for Help Prompts)

Recording Message Greeting

* Login to your mailbox
* Press "8 2"
* Use the following commands to access greetings:
	+ For External Greeting (all callers outside your organization will hear), Press "1"
	+ For Internal Greeting (all callers inside your organization will hear), Press "2"
	+ For Temporary Greeting (all callers will hear) Press "3"
	+ For Personal Verification, Press "9"
* Press 5 to record. Wait for the tone, then record your greeting or name
* Press # to end your recording
	+ To review your recording, press "2"
	+ To delete a greeting, press "7 6"
* Press "4" to return to your messages

Forgotten Password

* Call 878-5231
* You must provide the following information:
	+ Phone/ circuit number
	+ Trouble/problem description
	+ Building number
	+ POC name and number
* You have until midnight to change the password or you will have to resubmit the password reset request.

Changing your Password

* While logged in to your mailbox, press "8 4"
* Enter your current password, then press #
* Enter your new password, then press #
* Enter your new password again, then press #

Password Rules

* Minimum 6, maximum 16 characters
* Cannot set to current phone number
* Cannot be too short, simple, recently used, consecutive (123456) or contiguous (1111111)

Logging into your Mailbox

* Dial the Voicemail access number (878-7100) or press the "Msg Wait" key
* Press # (From another phone, dial your mailbox number (501XXXX), then press #)
* Enter your password, then press #
* **NOTE**: During initial login, your password will be 12 + your phone number (ex. 12501XXXX)

Single-Line Phone Features:

Desktop Phone