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HELP

Reporting Telephone Repair Problems

Initial Action

Please report any telephone repair problems to GTA at their direct line 706-737-1849.

Information GTA Requires:

- Department Name
- Building and room number
- Contact name
- Contact phone number
- Type of phone in trouble
- Phone line in trouble

Since there is a charge for repair calls, it is always a good idea to check with your budget person in your department to make them aware the repair is being made so arrangements for the charges can be accommodated.

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VOICE MAIL QUICK REFERENCE

Entering tutorial from a new mailbox

To Start: Dial 667-4104 (you may set your speed dial to 4104)

You will hear "ENTER YOUR PASSCODE" (This is your own 7-digit telephone number i.e. 729-2111.)

Next: You will be introduced to the tutorial which will "talk you through" setting up your mailbox with 3 things:

1. a passcode (permanent)
2. a personalized greeting
3. your name (in your own voice)

It would be a good idea to prepare a written message for your greeting and a 4 to 10 digit passcode. Remember, when you are finished setting up your mailbox, press "9" key to exit the system.

TO RETRIEVE MESSAGES FROM YOUR MAILBOX

Single line users – you will hear stuttered dial tone when you pick up your receiver if you have a waiting message that has not been retrieved.

Dial 4104

Enter your passcode (4 to 10 digits)

P-Phone users – you will see a message waiting indicator. Pick up the handset.

Push the message waiting button and enter your passcode

Push:

7 key to PLAY a message

4 key to GIVE a message to another user,(then listen for further instruction)

5 key to KEEP a message and discard later

3 key to DISCARD a message

1 key to pause for 30 seconds

* key to move back 5 seconds

key to move forward for 5 seconds

8 key to skip to your next message

8* keys to go back to the beginning of your previous message

You can always listen after a message is played for further available instructions.

If you accidentally discard a message, you can retrieve it by *immediately* pressing *.

You can always go into User Options on the "8" key.

TO RETRIEVE MESSAGES FROM ANOTHER STATION OR HOME (WITHOUT VOICE MAIL)

Dial the message center number 4104 or off campus 667-4104

The message center will ask for a mail box number (this is your 7 digit phone number)

When your greeting begins, press * (star) and enter your passcode.

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GTA E-bill

Viewing Departmental Phone Bills

The Electronic Bill (E-bill) service is provided by GTA for all state agencies. You can access your departmental telephone bill(s) by signing onto their web site at ebill.gagta.com. You will need your “ship to” number which is assigned by GTA when an account is created. On the web site it is called the User ID. The letters DB precedes the “ship to” with the letter “A” on the end of the “ship to” (Ex. DB123456A). Also, a password is required. Please contact the telecomm office at 706-737-1766 for your password. GTA will auto-change your password if you have not used the system within the last 60 days. You may use the same password for all of your accounts. The E-bill is normally created for the current month by the 10th. You may also access the previous months in the current FY and previous FY.

How Do I Print the Phone Bill Reports?

Sign on to the web site using ***INTERNET EXPLORER***: <http://ebill.gagta.com>. You cannot use ***NETSCAPE*** with this site. When the phone bill opens, click the printer ICON, then all pages and OK.

How is the GTA E-bill Posted to the PeopleSoft Account?

ASU Accounting downloads the E-bill from a GTA file for the current month in order to post the charges to the PeopleSoft accounts. In the PeopleSoft program, a table is maintained to point the “ship to” (DB) number to a PeopleSoft account. As you can see the “ship to” (DB) number on a telephone work order request becomes very important in order to post the charges to the correct account. Please add your “ship to” (DB) number to all work orders.

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GTA

- The state's long distance carrier is QWEST Communications
- Major cable installation is provided by a state contract agency, monitored by GTA and ITS, if need be. Users having a need of building cabling should contact the Telecom Office at 706-737-1766 and in some cases where the need is more data than telecom, begin the process with a call to ITS at 706-737-1484.
- The State of Georgia offers Long Distance Calling Cards for employees who travel or are required to make official business long distance calls while away from their workplace. Call 706-737-1766 for assistance.
- GTA provides a detailed monthly billing of activity on each phone account. They include a breakdown of equipment, long distance charges, work order charges and special billing charges. This bill is accessed at e-bill.gagta.com by password.
- GTA and your local telecom office provide consultation service for the design of departmental phone systems.
- The telecom office coordinates all entries into the Bell South telephone directory, including the Real Yellow Pages that are paid for by ASU.

For Inquiries into these services, please call 706-737-1766.

ASU TELECOMMUNICATIONS

Telecommunications Standards

Support for Campus

Telecommunications services are offered through the Georgia Technology Authority (GTA). When considering moving, adding or changing your communications systems, please refer to our Telecommunications website. Support for campus includes:

- Design, training and installation services for telephone products
- Moves, adds and changes to current lines and units
- Long distance, calling card, and local telephone service
- Paging Services
- Telephone directories entry, including Yellow Page Ads
- Billing
- Cabling design and installation
- Radio system coordination (although this is no longer through GTA)

Voice Communications

Voice communication standards are provided by GTA based upon the needs of the user. This includes:

Telephones

Single Line Instruments
Multiple Line Instruments
Special Service (Digital) Instruments

Voice Mail

Level 1 Service:
Provides ten, one minute voice messages
(with option of paging notification)

Level 2 Service:
Provides twenty, two minute voice messages
(with option of paging notification)

Level 3 Service:
Provides thirty, three minute voice messages
(with option of paging notification)

Other Service/Product Requirements As determined by the needs of the customer.

These include, but are not limited to:

- Automated Attendants
 - Uniform Call Distribution (UCD)
-

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PageMe

To send an alpha page or numeric page through GTA

Open in Internet Explorer: <http://pageme.gagta.com/default.html>

Click on Send a Page at the top or bottom of the page.

Enter the pager number you want to page.

Enter the message or just a telephone number to call back to.

If you are unsure if the pager is Alphanumeric, enter your phone number
As the message for the user to call back, if you are sure the pager is Alpha-
Numeric, enter your message.

Lastly, be sure to click "Send Page".

Paging by Phone

You may call a pager number and leave your phone number for the user to call from any phone. Pages in the local area do not need an area code at this time.

For pages outside the local calling area, you may need to first dial a 1-800 number.

To send a page to numeric pagers outside the local calling area of Georgia, dial 1-800-829-2255.

To send a page to alpha-numeric pagers outside the local calling area of Georgia, dial 1-800-829-3282.

For more information or direction, you may call 737-1766.

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Work Order – Go to the ASU Homepage <http://www.aug.edu/> and then E-Forms to find the Telecommunications Work Request Form. Please complete the form with approving signature and send it to the Procurement Office.