

[ITS Home](#) | [CNU Home](#)  
 Residence Hall Internet and Telephone Connection  
 General Configuration Settings

1. **Computer Setup:** If you are familiar with setting up your computer for internet access, you may proceed at any time using the following settings. If you need assistance with the setup of your computer, please visit the service desk within your Residence Hall during move-in or call Information Technology Services at 594-7079 after move-in is complete.
2. **Physical Connection:** Simply plug your computer's network connection into an available network port. Multiple computers can be connected to a single port if need be by means of a network hub or switch. If you need to connect to an internet port that is already in use by your telephone system then simply connect your hub or computer to the available port on the back of your telephone.
3. **IP Address:** Use one of the Internet Addresses, found on the label beside the computer connection port in each dorm room. If more than one computer is present in any given room, do not use the same address for more than one computer. If you do not see an IP Address tag on the computer jack in your dorm room, please contact the IT Services at 594-7079 for assistance.

4. **IP Gateway:**

<b>Santoro Hall</b>			<b>CNU Apartments</b>	
	1st Floor	137.155.212.4		Harrison Hall 137.155.184.4
	2nd Floor	137.155.213.4		Madison Hall 137.155.185.4
	3rd Floor	137.155.214.4		Washington Hall 137.155.186.4
	4th Floor	137.155.215.4		Monroe Hall 137.155.187.4
<b>James River Hall</b>				Jefferson Hall 137.155.188.4
	1st Floor	137.155.206.4	<b>Warwick River</b>	
	2nd Floor	137.155.207.4		137.155.202.4
	3rd Floor	137.155.208.4	<b>Barclay Apartments</b>	
	4th Floor	137.155.209.4		137.155.205.4
<b>York River Hall</b>				
	Bldg. 1	137.155.180.4		
	Bldg. 2	137.155.181.4		
	Bldg. 3	137.155.182.4		
	Bldg. 4	137.155.183.4		

5. **Net Mask:** 255.255.255.0

6. **DNS Address:** 137.155.12.210, 137.155.12.216

# CHRISTOPHER NEWPORT UNIVERSITY

## Benefits of New Telephone Service

*It's Simple It's Flexible*

The service will be available the day the students arrive. A telephone has been provided for each room.

Christopher Newport University Residence Hall telephone service includes the following custom calling features:

- Call Hold
- Forward Incoming Calls Directly to Voice Mail
- Call Waiting
- Caller ID

## Dialing Instructions Calling prefix is 643

### ***On Campus – From Residence Hall to Residence Hall***

Dial four-digit extension.

### ***On Campus – From Residence Hall to Administrative Offices***

Dial "4" + four digit number

### ***Local Virginia***

Dial "9", plus the seven-digit number.

### ***Emergency***

Dial "9" + 911 for Fire and Rescue Emergency. When calling 911, you will be required to give your exact address location.

Dial 594-7777 for University Police Emergency

## Student Telephone Features

### **Call Hold**

While you are on a call, press **HOLD**. The display icon that indicates line 1 or line 2 blinks slowly. To return to the call press **Call Toggle**.

### **Forward Incoming Calls Directly to Voice Mail**

Pick up the handset and press **Feature + 440**. The display shows **FWD**. All incoming calls ring once and are forwarded to your voice mailbox. To turn the feature off, lift the handset and press **Feature + 440** again.

### **Call Waiting**

While you are on a call and another call comes in, press the **Call Toggle** button. This will enable you to answer the incoming call while placing your original call on hold.

- To alternate between calls, depress the **Call Toggle** button.

### **Adjust The Volume**

**Handset** - Lift the handset, listen to the dial tone, and press the louder or softer volume control button repeatedly.

**Ringer** - While the telephone is ringing, press the preferred volume control button

**Speaker** - Pick up the handset and press **Feature + 104**. This allows you to listen only.

## Voice Mail Quick Reference Guide

### **Initialize Your Voice Mailbox**

1. Pick up the handset and press **MSG**.
2. The voice prompts guide you through the steps to initialize your mailbox.

## Access Your Messages from Your Telephone

1. Pick up the handset and press **MSG**.
2. Enter your password and press #.

### **Access Your Messages from any Residence Hall Phone**

1. Pick up the handset and press **MSG**.
2. Enter your password and press #.
3. At the prompt, enter your extension number.
4. Enter your password and press #.

### **Access Your Messages from any Non Residence Phone**

Dial your telephone extension directly: Press \* during your greeting. At the prompts, enter your extension and password, and press #.

### **Mailbox Options:**

1. Pick up the handset and press MSG.
2. At the prompt, enter your password and press #.
3. Press 9 and select one of these options:

Press 1	to change your name announcement or personal greeting
Press 2	to change your password
Press 3	to create or edit group lists
Press 4	to enable or disable Off-site Notification

## Message Playback Options:

While you listen to a message, select one of these options:

- Press 1 to listen to the first message
- Press 2 to save the current message
- Press 3 to delete the current message
- Press 4 to reply to the sender of the current message
- Press 5 to forward the current message
- Press 6 to hear date, time and sender information
- Press 7 to move back 5 seconds in the current message
- Press 8 to pause the current message for 20 seconds
- Press 9 to move forward 5 seconds in the current message
- Press # to move to the next message
- Press \* to return to the main menu

If you need assistance or have any questions regarding the phone service please contact:

Shelia Higgins  
Telecommunications Specialist  
IT Service Department  
Email [phonereq@cnu.edu](mailto:phonereq@cnu.edu)

**\*\*All requests must be sent electronically through email\*\***

## Information

### Abusive/Annoying Calls

Please report abusive or annoying calls to University Campus Police at 594-7777, immediately so proper action can be taken. You should also notify your Resident Assistant of the problem.

### Billing

Local Charges are included with your residence hall room fee.

### Repair Service

Christopher Newport University will be responsible for line repairs. The telephone instrument is the sole responsibility of the student. Charges for vandalizing phones, jacks, wiring, etc. will be the student's responsibility.

### Voice Mail Service

Each phone number includes Voice Mail. There is one voice mailbox per phone. Please remember your voice mailbox password. **If you forget your password, submit an email request to [phonereq@cnu.edu](mailto:phonereq@cnu.edu). The request must come from a CNU email address, and your password will be emailed to you.**

### Card Calling

*(Use for Long Distance)*

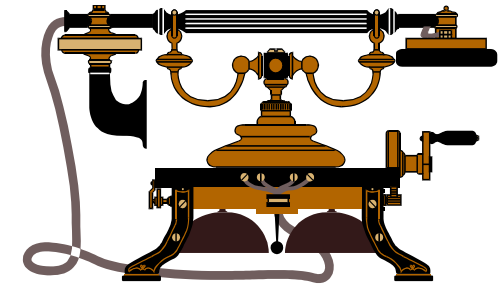
To access your calling card: Dial 9 and follow instructions on your card to place your call.

### Moving Phones

Student phones are **NOT** to be moved from room to room. Each room is assigned a specific number and cannot be moved from its assigned location.

Phones are to remain plugged in at **ALL** times to ensure that each phone is functioning properly.

## RESIDENCE HALL



## TELEPHONE INSTRUCTIONS