

PHONE BUTTON FUNCTIONS:

NEW CALL:

Will disconnect your current call and provide new dial tone. This eliminates the need to hang up the handset to place another outside call.

PARK:

Allows you to “park” a call or retrieve a parked call from any telephone in the system.

CAMP-ON:

Is used to “camp-on” to a busy extension. When you are camped-on to an extension, and it becomes free you will be notified by your phone ringing. When you pick up the phone you will be connected.

FLASH:

Is used to alternate between calls. This works similar to your flash button on your home phone used for “call waiting”. The FLASH button in this system is used in features such as transferring and conference calling.

TRANSFER:

Is used to transfer calls to other extensions. This button is also used in establishing a conference call.

MIC-OFF:

Turns the speaker phone microphone off. This is used to keep the connected party from hearing conversation from your speaker phone. This works as a mute button for the speaker phone only. This does not work as a mute for the handset.

SPEAKER:

This applies to telephones that have speaker capabilities (DT12S or DT24DS). Pressing the SPEAKER button is the same as lifting (or replacing) the handset. This allows you to place calls through the speaker or to switch a handset call to the speaker phone.

TELECOMMUNICATIONS SERVICES WORK REQUESTS:

Go to the CSU-Pueblo Home page and click on “Faculty and Staff Portal”. Under “Technology”, click on “Telecommunications Services”. Select the “Service Request” on the left side and click on “Telecommunications Services Work Request”.

Simply fill out the form for each extension service is requested for and submit. Your request will be handled as soon as possible.

If you have any questions please contact:

Mike Livengood
Manager, Telecommunications Services
549-2159
michael.livengood@csupueblo.edu

USAGE INSTRUCTIONS:

TO PLACE AN INSIDE CALL:

Lift Handset

Dial the 4-digit extension

TO PLACE AN OUTSIDE CALL:

Lift Handset

Dial (8) for an outside line then dial number

TO PLACE A LONG DISTANCE CALL:

Lift Handset

Dial (8) (1) and the number. To make an international call, dial (8) (011) and the number. If your phone does not have long distance service, you must use a long distance calling card.

To access a Qwest operator, dial (77) (pause) (0).

To access an AT&T operator, dial (77) (pause) (00).

PLACING CALLS ON HOLD:

With call in progress, press the HOLD button

PLACING CALLS ON EXCLUSIVE HOLD:

With call in progress, press the HOLD button twice

TO RETRIEVE HELD CALL:

Lift handset and press flashing line button. Call is completed.

TO PARK A CALL:

With call in progress, press PARK button and 2-digit park location (00 – 99) and hang up.

Analog Phone: Press hookflash, dial *6 and 2 digit park location (00 – 99) and hang up.

TO RETRIEVE A PARKED CALL:

Lift handset and press the PARK button and 2-digit park location (00 – 99). Call is connected.

Analog Phone: Lift handset, dial *6 and 2 digit park location (00 – 99). Call is connected.

TRANSFERRING CALLS:

With call in progress, press TRANSFER button

Dial 4-digit extension

Announce call (optional)

Hang up OR to retrieve caller, press FLASH

Analog Phone: With call in progress, press hookflash and dial 4-digit extension.

Announce Call (optional)

Hang up OR to retrieve caller, press hookflash

GROUP PICKUP:

Lift handset and press the PICK button. Call is connected.

Analog Phone: Lift handset and dial **3. Call is connected.

CAMP-ON

Dial 4-digit extension number, receive busy

Press the CAMP-ON button

Hang up

When busy extension is free, your phone will ring and call will be connected.

TO CANCEL CAMP-ON:

After CAMP-ON initiated

Lift handset

Press the CAMP-ON button and hang up

LAST NUMBER REDIAL:

Lift handset and press #7

CONFERENCE CALLING:

Maximum conference is 3 parties.

Lift handset and dial first party (may be extension or outside number)

Ask party to hold and press TRANSFER button

Dial 2nd party (remember to dial 8 if outside party)

When call is connected press TRANSFER

All three parties will be connected

To reconnect to first party if 2nd party's phone is busy or there is no answer, press TRANSFER.

CALL FORWARD ALL CALLS:

(Phone will not ring; automatically transfers to forwarded destination) Digital or Analog Phone:

To Set: Lift your handset or press the appropriate line key and dial #9 and the extension where calls are to be sent (use 2255 for voice mail). Hear confirmation tone and hang up.

To Cancel: Lift handset and dial ##9. Hear confirmation tone and hang up.

TO PROGRAM AUTODIAL BUTTONS:

With handset down

Press PROGRAM button

Press the button you wish to program

Dial 8 and number to store or enter a feature code

Press PROGRAM to set

VOICE MAIL:

Dial 2255 from your phone and follow prompts (press msgwt button if lit).
Dial 549-2255 from off campus
When the system answers, enter #9 plus your 4 digit extension number
Follow prompts

TRANSFER A CALLER DIRECTLY TO A VOICE MAIL BOX:

With call in progress, press TRANSFER
Dial 2255 and wait for answer
Press # and enter persons 4 digit extension number followed by 2
Hang up

LEAVING A VOICE MAIL MESSAGE:

Dial # and person's extension number followed by 2
You may press * to bypass greeting
Leave message after tone

WHILE LISTENING TO MESSAGES:

To **Save**: press 221
To **Delete**: Press 222
To **Forward**: Press 2 and follow prompts
To rewind current message: Press 7
To go forward thru current message: Press 9
To pause current message: Press 8
To bypass personal greeting: Press *

FOR MORE VOICE MAIL INFORMATION, SEE USER REFERENCE GUIDE