

# TELEPHONE SYSTEM INSTRUCTIONS

For the sake of your fellow phone system users and our PBX switch, please do not move your phone terminal or install equipment without consulting with Telecommunications. If you need to make changes, please call us at Extension 3021 before work begins.

## PLACING CALLS

If the number you are calling is:

On Campus ..... Dial the 4 digit extension number

In 909 Area ..... Dial 8 + the 7 digit number

Outside 909 Area Dial 8 + 1 + area code and number

International Calls Dial 102 + 011 + Country Code + City Code + Number

Other State Agencies - The public number must be used.

The campus is not on CALNET.

The permitted calling area for campus phones varies and may be restricted to on-campus, local or U.S. only.

## Conference Calls

Conference calls may be made from multi-appearance phone terminals.

- Establish call with 1st party
  - Press conference button
  - 2nd Party answers
  - Press conference button again - all 3 parties now on call
- Each of the called parties may add another for a total of 5.

## OPERATOR SERVICES

Campus ..... Dial 0                      Local ..... Dial 8 + 0

Long Distance ... Dial 8 + 00

Directory Assistance

In 909 Area ..... Dial 8 + 411

Outside 909 Area ..... Dial 8 + 1+ area code + 555-1212

## CAMPUS TELECOMMUNICATIONS

Trouble Reporting, Connection Requests                      Dial 6900  
Service or Billing Issues    Dial 3021

## PHONE FEATURE CODES

Both single and multi-appearance campus phone terminals can use the following features. Codes are entered at the dial tone.

Send All Calls (No ring) ..... \*3                      Cancel ..... #3  
Redial Last Number Dialed ..... #9

The following features override the phone coverage path.  
Call Forwarding Follow Me ..... \*1                      Cancel ..... #2  
Call Forwarding on Busy/No Answer\*2                      Cancel ..... #2

## Programming Auto-Dial Buttons

Multi-appearance phone terminals may have Auto Dial buttons. They can be programmed from the phone.

- Pickup handset, hear dial tone.
- Dial \*0. Press Auto Dial button.
- Dial desired phone number.
- Press Auto Dial button again.
- Listen for confirmation tone.

## CAMPUS VOICE MAIL SYSTEM

Your messages are saved in your voice mailbox and can be retrieved through the voice mail system at extension 4777 (Off campus dial 909-869-4777).

Your mailbox number is your 4 digit on-campus telephone extension. You set your password the first time you enter voicemail and may change it as needed.

## Entering Your Mailbox

Dial 4777, Press #

Enter your mailbox number.

Enter your 4 digit password.

The first time you enter, use the default Password - 2257

## Exiting Your Mailbox

Press 99 at the Ready prompt to exit the system.

Listen to the menus for instructions. Basic commands are given below.

## Listening to Messages

Listen to first or next message ... 5

Go to saved message queue ..... 1 9 2

Go to new message queue ..... 1 9 1

Save message ..... 7                      Erase the message ..... 3

Forward the message ..... 1 3

Reply with a message ..... 1 7

## Recording and Sending Messages

Enter address for message ..... 6

End addressing and begin to record #

## Recording Personal Greeting and Mailbox Name

Your Greeting is what people hear when you do not answer your phone. Your Mailbox Name is what they hear when you leave or send a message on campus.

Access greeting ..... 4                      Listen to greeting ..... 5

Record new greeting 6                      End recording ..... #

Record Mailbox name 1 6 8                      End recording ..... #