

CUSTOM DIALING FEATURES

The University telephone system includes a number of custom dialing features to enhance your calling capabilities. The following describes the available features and gives instructions on how to use them.

When you are instructed to **LINK**, perform the following step based on the type of telephone set you are using:

If you are using this type of set:	Do this to LINK :
Northern Telecom UNITY II	Depress the gray LINK key.
Northern Telecom Meridian Business Set	Depress the CALL TRANSFER key.
Nortel 8000 Series	Depress the FLASH key
Panasonic & StarPlus Speakerphone	Depress the FLASH key.
Standard Telephone Set	Depress the switchhook in the cradle of your telephone set for approximately one second.

*If you are engaged in a call at the time you **LINK**, the original party is placed on "hold" and you will hear a special dial tone. This indicates that the electronic switching equipment is ready to accept your feature access code.*

ALL PHONES - These features are available on ALL telephones on the University Telephone System.	
CALL TRANSFER - Allows you to hold and transfer both incoming and outgoing calls.	Advise the original party that you are going to transfer the call. LINK . You will hear special dial tone. Dial the third party's number. (If the station is busy or does not answer, LINK twice to return to the original party.) When the third party answers, announce the transfer. THE ORIGINAL PARTY IS ON "HOLD" AND CANNOT HEAR YOUR CONVERSATION. LINK to transfer to the third party. Hang up.
3-WAY CONFERENCE - Allows you to add a third party to both outgoing and incoming calls.	Advise the original party that you are going to add a third party to the call. LINK . You will hear special dial tone. Dial the third party's number. (If the station is busy or does not answer, LINK twice to return to the original party.) When the third party answers, announce the conference. THE ORIGINAL PARTY IS ON "HOLD" AND CANNOT HEAR YOUR CONVERSATION. LINK to transfer to the third party. Remain on the line and continue your discussion with both parties.
LAST NUMBER REDIAL - Allows you to redial the last telephone number you called by dialing the redial code	Dial ## . The system will redial the last telephone number stored in memory. NOTE: If you redial a long distance number, you will hear confirmation tones prompting you to enter your LDS Charge-A-Call number. Enter your Charge-A-Call number after the tones.
RING AGAIN (Campus Only) - Alerts you by ringing (or by a special signal on the Meridian Business Set) when a busy station becomes idle. NOTE: On the Meridian Business Set, the RING AGAIN feature must be assigned to a programmable key. Use these alternate instructions to access RING AGAIN from a Meridian Business Set.	<p>Unity II, Panasonic, StarPlus, and Standard Telephones:</p> <p>TO ACTIVATE: When you dial a number and hear a busy signal, LINK. You will hear special dial tone. Dial #6. You will hear confirmation tones. Hang up. When the busy station becomes idle, your telephone will alert you by ringing. When you lift your receiver, the system will automatically place a call to the idle station.</p> <p>TO CANCEL: Dial #6. You will hear confirmation tones. Hang up.</p> <p>Meridian Business Sets:</p> <p>TO ACTIVATE: When you dial a number and hear a busy signal, press the RING AGAIN key. Hang up. When the busy station becomes idle, your telephone will alert you by a special signal. When you lift your receiver and press the RING AGAIN key, the system will automatically place a call to the idle station.</p> <p>TO CANCEL: Press the RING AGAIN key. It is not necessary to lift the receiver.</p>
SPEED CALLING (PERSONAL LIST) - Allows you access to a maximum of ten frequently called telephone numbers (local and long distance) by dialing an abbreviated code instead of the complete number.	<p>TO PROGRAM OR CHANGE:</p> <ol style="list-style-type: none"> Dial *72. You will hear special dial tone. Dial the single-digit code (0 - 9) by which the telephone number is to be identified on your personal speed call list. Dial the telephone number to be stored: On-Campus - Last 5 digits. Off-Campus Local - 9 + 7 digits. Long Distance - 9 + 1 + Area Code + 7 digits. Complete programming by pressing #. You will hear confirmation tones. Hang up. <p>TO USE: Dial * + the single-digit code (0 - 9) which you assigned to the telephone number. (If the number you are calling is long distance, you will be prompted to input your LDS number.)</p> <p>TO DELETE:</p> <ol style="list-style-type: none"> Dial *72. You will hear special dial tone. Dial the single-digit code (0 - 9) by which the telephone number is identified on your personal speed call list. Dial #. You will hear confirmation tones. Hang up.

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TELECOMMUNICATIONS

CUSTOM DIALING FEATURES (CONTINUED)

ADMINISTRATIVE - These features are available only on lines programmed for Administrative class of service.	
<p>CALL PICKUP - Allows you to answer calls that are directed to other telephones within your call pickup group.</p>	<p>Dial #0. The incoming call will be connected to your telephone.</p>
<p>CALL FORWARDING - Allows you to reroute incoming calls to another local (on-campus, 312, 320, 323, 324, 338, 341, 418, 615, or 465) telephone number.</p>	<p>TO ACTIVATE: Dial #4. You will hear special dial tone. Dial the local number to which the calls are to be forwarded. (To forward to an on-campus number, dial the last 5 digits of the number. To forward to an off-campus local number, dial 9+ the 7 digit telephone number.) You will hear confirmation tones. Hang up. All incoming calls to your number will be forwarded to the number you have programmed.</p> <p>TO CANCEL: Dial #5 You will hear confirmation tones. Hang up. You will now be able to receive incoming calls on your telephone.</p>
<p>SPEED CALLING (GROUP LIST) - Allows you access to a maximum of fifty frequently called telephone numbers (local and long distance) by dialing an abbreviated code instead of the complete number.</p> <p>NOTE: One station within your speed call group has been designated as the control station for this feature. ALL ADDITIONS, CHANGES, AND DELETIONS MUST BE PROGRAMMED FROM THE CONTROL STATION.</p>	<p>TO PROGRAM OR CHANGE (From control station only):</p> <ol style="list-style-type: none"> 1. Dial *73. You will hear special dial tone. 2. Dial the two-digit code (00 - 49) by which the telephone number is to be identified on your group speed call list. 3. Dial the telephone number to be stored: <ul style="list-style-type: none"> On-Campus - Last 5 digits. Off-Campus Local - 9+ 7 digits. Long Distance - 9 + 1 + Area Code + 7 digits. 4. Complete programming by pressing #. You will hear confirmation tones. Hang up. <p>TO USE (From any station in the speed call group): Dial * + the two-digit code (00 - 49) which was assigned to the telephone number you wish to call. (If the number you are calling is long distance, you will be prompted to input your LDS number.)</p> <p>TO DELETE (From control station only):</p> <ol style="list-style-type: none"> 1. Dial *73. You will hear special dial tone. 2. Dial the two-digit code (00 - 49) by which the telephone number is identified on your group speed call list. 3. Dial #. You will hear confirmation tones. Hang up.
<p>CONFERENCE CALLS - Allows you to connect three or more people from diverse locations into one phone conversation.</p>	<p>Dial 0 for the campus operator and request information on conference calling procedures. There is no charge for "meet-me" conferences which utilize the university's telephone bridging equipment. "Dial-Out" conference calls will be established by the campus operator through the university's long distance carrier. The following information is required when setting up a "Dial-Out" conference call:</p> <ol style="list-style-type: none"> a) Your department's main billing number. (If unknown, the Telecom Business Office will assist) b) Date, time, and approximate duration of the call. c) First and last names of each participant. d) Telephone number of each participant.
<p>CALL PARK - Allows you to "park" a call on your telephone number. The call can then be retrieved from another telephone by dialing a code and your telephone number</p>	<p>TO ACTIVATE: Advise the party with whom you are speaking that they will hear continuous ringing until the call is retrieved. LINK. You will hear special dial tone. Dial #7. You will hear a confirmation tone. Hang up. The call is now "parked" against your telephone number. NOTE: While the call is parked you may use your set in the normal manner to make and receive calls.</p> <p>TO RETRIEVE FROM ANOTHER TELEPHONE: Dial #8. You will hear a confirmation tone. Dial the telephone number the call is parked against (your number). You will be connected to the original party.</p> <p>STATION RECALL: If the parked call is not retrieved within three minutes, the system will automatically ring back to the activating station.</p>
<p>PERMANENT HOLD - Allows you to put a call on hold and hang up. When you lift your receiver, the held party will be reconnected.</p>	<p>TO ACTIVATE: Advise the calling party that you are going to place them on "hold". LINK. You will hear special dial tone. Dial #9. You will hear confirmation tones. Hang up. The calling party is now on hold.</p> <p>TO RETRIEVE THE HELD CALL: Pick up your receiver. You will be reconnected to calling party.</p> <p>STATION RECALL: If the held call is not retrieved within three minutes, the system will automatically ring back to the activating station.</p>
<p>AUTODIAL (MERIDIAN BUSINESS SET) - Allows you to program a frequently called number on a key on your Meridian Business Set.</p>	<p>TO PROGRAM: Leave the handset on-hook. Press the AUTO DIAL key. Dial the number you wish to assign to the key. Press the AUTO DIAL key again.</p> <p>TO USE: Lift your handset and press the AUTO DIAL key.</p>

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RESIDENCE HALL - These features are available only on lines programmed for Residence Hall class of service.	
<p>CALL WAITING - Informs you, while you are on a call, that another party is waiting to talk to you. You may answer the call without disconnecting the first call.</p>	<p>HOW IT WORKS: When you are using your telephone and someone else calls you, you will hear a brief tone. The person with whom you are talking will hear a slight click. The incoming caller hears only the usual ringing signal.</p> <p>TO ANSWER THE INCOMING CALL: LINK. The original party will be placed on "hold" and you will be connected with the incoming caller.</p> <p>TO RETURN TO THE ORIGINAL PARTY: LINK. The incoming caller will be placed on "hold" and you will be connected to the original party.</p> <p>HOW TO END EITHER CONVERSATION: After you have finished talking with either caller, hang up. Your telephone will ring and, when you answer, you will be connected to the party remaining on the line.</p>
	<p>TO CANCEL BEFORE MAKING A CALL: Dial *70. You will hear special dial tone. Place your call.</p> <p>TO CANCEL WHILE A CALL IS IN PROGRESS: LINK. Your call is placed on "hold" and you will hear a special dial tone. Dial *70. LINK to return to the original party.</p>
<p>CANCEL CALL WAITING - Allows you to temporarily cancel the CALL WAITING feature. CALL WAITING automatically reactivates when you hang up.</p> <p>Note: Use CANCEL CALL WAITING to prevent disruption of data communications by the CALL WAITING signal.</p>	

AUTOMATED DIRECTORY SERVICE 325-HELP

A valuable feature of the University telephone system is the 24-hour Automated Directory Service. This service provides access to information contained in official University records. For information on how you may update your records, please call:

Students Registrar's Office325-2022

Faculty/Staff* Human Resources Management325-8477

** Note: Faculty or Staff members may update their records by submitting a completed "Human Resources Information Form" to Human Resources Management, 518 Russell St. A copy of this form is included in the campus directory for your convenience.*

TO USE THE AUTOMATED DIRECTORY SERVICE:

- DIAL 325-4357 (325-HELP).
- You will be prompted to spell the last name of the person you wish to reach using the telephone keypad. For the missing letter Q, use key **7**. For the missing letter Z, use key **9**. When you have finished spelling the person's last name, press **#**. For example, if you wanted information for Zachary Quitman you would enter the following:
 QUITMAN = **7848626#**.
- You will be prompted to spell the person's first name, followed by **#**. Continuing with the example of Zachary Quitman, you would enter:
 ZACHARY = **9224279#**.
- If the system finds a single match for the name you have entered, you will hear the telephone number for the requested person. If there are multiple matches (for example Zachary A. Quitman and Zachary B. Quitman) you will hear a list of names that match what you have entered and you will be prompted to press ***** when you hear the name of the person you wish to contact. When you press ***** you will hear the telephone number for the specified person.
- You will be prompted to press 1 if you wish to transfer to the requested person's telephone number or press 2 for additional information. If you press 2, you can select from the following listed information:

STUDENT LISTING

- 1** Local Address
- 2** Home Address
- 3** Home Phone

FACULTY/STAFF LISTING

- 1** Title
- 2** Department
- 3** Office Location
- 4** Campus Mail Stop
- 5** E-Mail Address
- 6** Post Office Box
- 7** Home Address
- 8** Spouse
- 9** Home Phone

TEXT TELEPHONE (For persons with hearing or speech disabilities)325-4617

www.msstate.edu/directory