



MISSISSIPPI STATE UNIVERSITY™

INFORMATION TECHNOLOGY SERVICES

Telephone Dialing Instructions

<p>1. LOCAL CALLS:</p> <p>A. Starkville Campus (exchange 325, 717)</p> <p>B. Meridian Campus</p> <p>C. Starkville (exchange 268, 270, 312, 320, 323, 324, 338, 341, 384, 418, 461, 498, 518, 546, 615, 617, 648, 684, 694, 722, 765, 769), Sturgis (exchange 465)</p>	<p>Dial last 5 digits.</p> <p>Dial 4 plus 4 digit extension number.</p> <p>Dial 9 plus 7 digits.</p>
<p>2. LONG DISTANCE CALLS:</p> <p>A. Dial direct (LDS NUMBER REQUIRED)</p> <p>(1) From Campus:</p> <p>(a) All area codes</p> <p>(b) International</p> <p>(2) From Off-Campus: (<i>Requires tone-dialed telephone.</i>)</p> <p>(a) All area codes</p> <p>(b) International</p> <p>B. Calling Card and Operator-assisted (Collect, Third-number billing, Person-to-person, Time and charges)</p> <p>(a) All area codes</p> <p>(b) International</p> <p>(c) Off-Campus Operators:</p>	<p>Dial 9+1 + Area Code + 7 digits. When you hear “Please enter your authorization code”, enter your LDS number.</p> <p>Dial 9+011 + Country Code + City Code (if required) + local number. When you hear “Please enter your authorization code”, enter your LDS number.</p> <p>Dial 325-2453. When you hear “Please enter your authorization code”, enter your LDS number. WAIT FOR DIAL TONE, then dial:</p> <p>9+1 + Area Code + 7 digits.</p> <p>9+011 + Country Code + City Code (if required) + local number.</p> <p>Dial 9+0 + Area Code + 7 digits. At the tone, dial your calling card number or wait for operator assistance.</p> <p>Dial 9+0 1 + Country Code + City Code (if required) + local number. At the tone, dial your calling card number or wait for operator assistance.</p> <p>Dial 9+0 0 and wait for assistance.</p> <p><i>Note: Operator assisted calls cannot be billed to a University ("325") telephone number.</i></p>
<p>3. TOLL-FREE CALLS (800, 866, 888, 877)</p>	<p>Dial 9+1 +8xx + 7 digits.</p>
<p>4. DIRECTORY ASSISTANCE:</p> <p>A. University listings for Administration, Faculty/Staff, Registered Students, Emergency Numbers</p> <p>B. Telephone company listings (LDS NUMBER REQUIRED) There is a charge of \$.95 per call (subject to change).</p>	<p>Dial 52323 for University Directory Assistance.</p> <p>Dial 9+1+411. When you hear “Please enter your authorization code”, enter your LDS number. (Note: DO NOT call 555-1212 for Directory Assistance – higher charges apply)</p>
<p>5. MISSISSIPPI DUAL PARTY RELAY SERVICE Special Service for Persons with Hearing or Speech Disabilities.</p>	<p>This service, provided by BellSouth, allows customers who use text telephones (TT) to communicate with others. Special operators translate TT messages into speech for non-TT users and vice versa.</p> <p>Calls may be placed through the relay center from the University campus by dialing 9-1-800-582-2233 and providing the operator with the necessary information to set up the call. If the number you are calling is long distance the operator will ask for billing information (credit card, collect, third-number billing).</p>
<p>6. EMERGENCY (911):</p>	<p>Dial 911. You will be connected to the University Police Department. SEE PAGE 1 FOR OTHER IMPORTANT INFORMATION.</p>



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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 you are using:

If you are using this type of set:	Do this in LINK:
Northern Telecom UNITY II	Depress the gray LINK key.
Northern Telecom Meridian Business	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.

ALL PHONES - These features are available on ALL telephones on the University Telephone System.

<p>CALL TRANSFER - Allows you to hold and transfer both incoming and outgoing calls.</p>	<p>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 the third party. Hang up.</p>
<p>3-WAY CONFERENCE - Allows you to add a third party to both outgoing and incoming calls.</p>	<p>Advise the original party that you are going to add a third party to the call. LINK. you will hear a 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.</p>
<p>LAST NUMBER REDIAL - Allows you to redial the last telephone number you called by dialing the redial code.</p>	<p>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.</p>
<p>RING AGAIN (Campus Only) - Alerts you by ringing (or by a special signal on the Meridian Business Set) when a busy station becomes idle.</p> <p>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>	<p>Unity II, Panasonic, StarPlus, and Standard Telephones: TO ACTIVATE: When you dial a number and hear a busy signal, LINK. You will hear a special dial tone. Dial #6. You will hear confirmation tones. Hang up. When the busy station become idle, your telephone will alert you by ringing. When you lift your receiver, the system will automatically place a call to the idle station. TO CANCEL: Dial #6. You will hear confirmation tones. Hang up.</p> <p>Meridian Business Sets: 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. TO CANCEL: Pres the RING AGAIN key. It is not necessary to lift the receiver.</p>

Custom Dialing Instructions

<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>	<p>TO PROGRAM OR CHANGE:</p> <ol style="list-style-type: none"> 1. Dial *72. You will hear a special dial tone. 2. Dial the single-digit code (0-9) by which the telephone number is to be identified on your personal 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: 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"> 1. Dial *72. You will hear special dial tone. 2. Dial the sing-digit (0-9) by which the telephone number is identified on your personal speed call list. 3. Dial #. You will hear confirmation tones. Hang up.
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ADMINISTRATIVE - These features are available 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 (312, 320, 323, 324, 338, 341, 418, 465, 717, or 769) 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, kdial9+ 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>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 (00-99) 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 - Departments needing to establish conference calls for more than three parties must first establish a departmental account with the university's conference-call service provider. To establish such an account, please contact the ITS Help Desk.</p>	<p>Contact the ITS Help Desk for conference call information.</p>

Custom Dialing Instructions

<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 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 held 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 the 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>

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>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 distribution of data communications by the CALL WAITING signal.</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>



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VoiceMail Instructions

VoiceMail is an application of voice processing technology which allows authorized subscribers to record, send and receive voice messages to/from other subscribers from any touch-tone telephone 24 hours a day. In addition, anyone who calls a VoiceMail subscriber can be routed to VoiceMail when the subscriber is unavailable. VoiceMail will automatically answer with the subscriber's personal greeting and allow callers to leave a message.

Here are some suggestions to make VoiceMail work for you when you are routed to a VoiceMail mailbox:

I. LEAVE A MESSAGE

- Skip over the personal greeting: Press "E" (the 3 key) immediately upon hearing the personal greeting to Escape to the record mode. VoiceMail will play the tone indicating that you can begin recording a message.
- Replay, re-record, or append to a message: You may wonder how your message sounds or wish you could change or add to it.
 - To **Review** your message, press "R" (the 7 key).
 - To **Delete** it and start again, press "D" (the 3 key).
 - To **Append** to your message and continue recording, press "A"(the 2 key).
- **Deliver your message**: When you are satisfied with your recorded message, just hang up. Your message will be posted in the called party's VoiceMail mailbox.

II. HANG UP WITHOUT LEAVING A MESSAGE

If you do not wish to leave a message, hang up before the personal greeting finishes. If you have already been prompted to begin recording your message when you decide you wish to hang up, press 3 and hang up immediately. This will avoid the situation where a "blank" message is left in the subscriber's mailbox.

III. TRANSFER OUT OF VoiceMail

If you need to talk to someone immediately, press 0. You will be transferred to someone within the office who can provide assistance. *(Not applicable if you are calling a residence hall, fraternity, or sorority telephone.)*

We hope that you will find these suggestions helpful when your call is routed to a VoiceMail mailbox.

Important Notice

If you do not have VoiceMail on your line, DO NOT "call-forward" your telephone to a VoiceMail subscriber. The VoiceMail system will not allow your calls to be forwarded to the other person's VoiceMail mailbox. If a non-subscriber forwards calls to a subscriber's line, callers may unexpectedly be transferred to the VoiceMail system greeting ("You have reached the MSU VoiceMail message desk"); a confusing situation for the caller. The BEST solution to this call forwarding problem - become a VoiceMail subscriber!

SUBSCRIBER INSTRUCTIONS. To sign on to VoiceMail, choose the applicable procedure from the following:

From your campus telephone

Dial **56245**. You will hear “Hello [your name]. Please enter your passcode.”

Enter your passcode.

From another VoiceMail subscriber’s campus telephone.

Dial **56245**. You will hear “Hello [other subscriber’s name]. Please enter your passcode.

Press*. You will hear “You have reached the MSU VoiceMail Message Desk.”

Enter your mailbox number (5 digits) followed by *.

Enter your passcode.

From any other telephone

Dial **662.325.6245**. You will hear “You have reached the MSU Voicemail message desk.”

Enter your mailbox number (5 digits) followed by *.

Enter your passcode.