

# Basic Features

## Place a Call

- Dial the number and press the *Dial* button (or)
- Press “New Call” and dial the number (or)
- Lift handset and dial number

## Receive a Call

- Pick up the handset (or)
- Press *Answer*
- Press *reject* to immediately forward to voicemail

## Put a call on Hold

- Press the *Hold* button, place handset in cradle
- To retrieve call, press *Resume* or lift handset and press flashing line button

## Transfer a Call

- While on Call – press *Trnsfr* soft button
- Dial the target extension
- Press *Send*
- Wait for target to answer call, announce transfer
- Press *Trnsfr* button and place handset in cradle
- To Cancel a Transfer, press *Cancel* soft key before pressing *Trnsfr* the second time. Caller is reconnected to your line.

## Transfer – Blind (without Announcing)

- While on call – press *Trnsfr* soft button
- Press *Blind* soft button
- Dial the target Extension
- Press *Send* – line transferred immediately
- Place Handset in cradle

## Transfer to Voicemail

- While on Call, press *Trnsfr*
- Press *Blind*
- Dial 8 + Extension number
- Hang Up – call is transferred immediately

## Conference Call

- While on a call, Press the *Conference* soft button
- Dial the next party to join the call
- Press *Dial* Soft Key
- Wait for next party to answer
- Press *Conference* soft key again
- All parties are now joined on the Conference

# Adv. Features

**Advanced features require specific setup for your department. Please call CSU Telecom for assistance with these features.**

## Directed Call Pickup

When a call comes in for a monitored line and a button will appear giving you the option to answer the call *while it is still ringing*.

## Parking a Call

Put a call on hold on one phone and pick up the call on any other phone.

- While on call, press the *Trnsfr* Soft Button
- Press *Blind*
- Dial the Park Orbit number (*assigned by Telecom*)
- Press *Send*- call is now parked
- Announce to called party call is parked on Park #xx

## Pickup a Parked Call

- Lift handset or press *New Call* soft key
- Dial \*4 and the Park Orbit number
- Press *Dial*
- You are now connected to the parked call

## Do Not Disturb

- Press the *Do Not Disturb* button to turn on the feature
- All incoming calls go directly to Voicemail
- Press *Do Not Disturb* button to turn off the feature

## Intercom

- Dial \*76 and the extension number.
- You be automatically connected to a two way conversation

## Bridged Line Appearance

- A single line will appear on two phones. Calls to that line can be put on hold on one phone and picked up on the other phone.

# Basic Dialing

## Emergency

- Dial 911

## Voicemail

- On Campus: 15500
- Off Campus: 491-5500

## Campus numbers

- Dial 5 digit extension
- E.g. 1-1111

## Off Campus

- Dial 8+ 7 digits
- E.g. 8491-1111

## Long Distance

- Dial 8+1+area code+ the seven digit telephone number (8+1+xxx-xxx-xxxx).
- Enter the long distance authorization code following the three short beeps.

## International

- Dial 8+011+country code+city code+telephone number.
- Press the send key, or just wait
- Enter the long distance authorization code following the two short beeps.

## TELEPHONE REPAIR:

If you experience telephone trouble in the future, please report the problem to the CSU Telephone Switchboard in Fort Collins at 970-491-1111 (or simply extension 1-1111).

Tell the operator your Fort Collins 970-491-xxxx phone number and what the problem is. Our operators will make a Trouble Ticket in our telephone inventory and repair service system and issue the trouble ticket to a technician for resolution.