### 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.

**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.

### Advanced 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.