

Humboldt State University



ITS
Technology Help Desk
826-4357

Analog Phone

Analog User Guide

Humboldt State University owns and operates its own telephone switch, often referred to as a PBX (Private Branch Exchange). The campus PBX is a Model MX1, manufactured by Mitel.

The MX1 supports two kinds of signaling; digital and analog. Digital telephones are proprietary, and are designed to take full advantage of the rich feature set available with the MX1.

Analog telephones are similar to the telephones that operate in our homes. But because they are connected to the PBX, the features operate differently than our home telephones.

Features include:

- Conference Calling
- Call Waiting
- Automatic Call Back
- Call Diversion
- Distinctive Ringing
- Individual Abbreviated Dialing
- Redial

These features are implemented with the twelve dial buttons and the FLASH key. The FLASH key readily distinguishes an analog telephone. The operation of the Analog Telephone instrument is described in this manual.

Important note:

Digital and Analog telephones are NOT interchangeable.

Damage may result, either to the instrument or the PBX if these telephones are plugged into the wrong jack.

If unsure, please call extension 4357 for assistance.

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Important Numbers and Access Codes

EMERGENCY	9	1	1
Campus Operator			0
Off-Campus Calls	9	Plus the number	
Voice Mail System	6	9	9
Telephone Problems	4	3	5
On-Line Directory	http://www.humboldt.edu/tns/directory.php		

Quick Start

Here is a brief guide of feature operation. For more detailed instructions, please turn to the page referenced in ().

Hold (Page 4)

With party on the line

- Press
- Listen for three beeps and dial tone
- Hang up
- To retrieve call, pick up handset

Inquiry/Consultation Hold (Page 5)

With party on the line

- Press
- Listen for 3 beeps and dial tone
- Dial second party and converse
- Press to reach the first party
- Press to alternate between calls

Call Waiting (Page 5)

To send to busy extension

- Press
- Busy tone changes to ring
- Wait for party to answer

To answer call waiting tone (one or two beeps)

- Hang up on first party **OR** Press
- First party is placed on hold

Conference Calls (Page 6)

With first party on the line

- Press
- Dial second party
- If answered, press and wait for long beep, all parties connected
- If no answer, press , and dial next party
- Repeat steps to connect up to 8 parties

Transfer a Call (Page 6)

With party on the line

- Press
- Listen for 3 beeps and dial tone
- Dial second party
- Wait for answer, announce call
- Hang up or press to return to first party

Speed redial (Page 8)

Last off-campus call:

- Press

Automatic Call-Back (On campus Only (Page 9)

Extension is busy or does not answer:

- Press
- Listen for 3 beeps
- When extension becomes available your phone will have eight seconds of fast ringing
- Lift handset before ringing stops
- Called extension rings

RING VOLUME

By adjusting the control wheel located on the bottom of the telephone, the volume of the ring can be increased or decreased. The ring **cannot** be turned off entirely. To avoid ringing during special meetings, divert to voice mail or another extension. See: Call Diversion on page 7.

DISTINCTIVE RINGS

A unique pattern of ringing permits station users to distinguish between different types of incoming calls. There are three types of ringing signals.

Ring Signal

Single Ring

Double Ring

Interrupted Fast Ring

Indication

On-campus call

Off-campus call

Call back

DISTINCTIVE SYSTEM TONES

Distinctive Tones inform the user of call progress and feature activation.

Sound	Tone Indication	Tone Name
Single long beep	Member joined conference call	Conference
Single short beep	Member left conference call	
Three short beeps	Feature accepted and confirmed	Confirmation
Stuttered dial tone	Message waiting OR	Message Waiting
	Phone has been diverted	Diverted
Single beep	On-campus call waiting	Call Waiting
Double beep	Off-campus call waiting	
Three beeps, Dial tone	Party placed on hold; Proceed to dial	Recall Dial

DIRECTED CALL PICK UP

Any call ringing into a campus extension may be picked up from another telephone. This feature works only on extensions which have not initiated the Divert to Voice Mail when Busy feature.

To pick up a call ringing on another line

- Dial the number of the ringing extension
- Listen for the busy tone
- Press

GROUP CALL PICK UP

Multiple extensions may be put into a common pickup group. Calls to an extension within the group may be picked up by another extension within the group.

To pick up a call within the pickup group

- Press

HOLD

The Call Hold feature permits a user to place a party on hold in order to perform other tasks. A call placed on hold may be picked up from another extension.

With party on the line

- Press
- Listen for 3 beeps and dial tone
- Hang up

Retrieving a call on Hold

From your desk

- Pick up the handset

Another Location

- Dial the extension where call placed on hold
- Listen for busy tone
- Press

INQUIRY/CONSULTATION HOLD

The Inquiry feature allows a user to place a call on hold and initiate another call on the same line. The user can alternate between the original call and the new call.

With party on the line

- Press
- Listen for 3 beeps and dial tone
- Dial second party
- Press

To alternate between parties

- Press or Initiate a conference call by Pressing

See page 6, **Conference**

CALL WAITING

Call Waiting alerts a station engaged on a call that another call is attempting to ring in. Analog users will hear a call waiting tone; a single beep, if on-campus, or double beep, if off-campus.

Send call waiting tone

- Hear busy signal
- Press
- Busy tone changes to ring if Call Waiting is accepted
- Wait for party to answer

Answer Call Waiting

- Hear Tone
- Hang up
- Second Call Rings or
- Press
- Second call is active

Note: After accepting a second call, transfer of first call is not possible. You must first disconnect one of the calls in order to transfer the other call.

CONFERENCE

The Conference feature allows a user to initiate a conference call with up to eight parties. After establishing a conference call, conference members may drop out or be added at any time.

With the first party on the line

- Press **** see note
- Dial second party

After call answered

- Press
- Listen for long beep
- All parties connected
- Repeat steps to connect up to 8 parties

If no answer or busy

- Press
- Dial next party

****** NOTE**** Users with a newer Plantronics Conference Phone Model have a button with a picture of People on it, not a FLASH key. ******

TRANSFER

Transfer allows a station user to forward a call to another extension. Calls may be “blind” transferred by pressing Transfer before the other extension answers or the call may be “announced” by waiting for the other extension to answer.

With the first party on the line

- Press
- Listen for 3 beeps and dial tone
- Dial second party

After call answered

- Press
- Announce call
- Hang up

If no answer or busy

- Press
- Listen for 3 beeps and dial tone
- Press to returned to caller

CALL DIVERSION

The Call Diversion feature re-routes a station's incoming calls to an alternate number. There are four types of call diversion; All Calls, No Answer, Busy and Follow Me. Preprogrammed answering points may be voice mail or to another campus extension. Preprogramming of the answer point is done by the System Administrator.

The Divert All Calls feature automatically re-routes all incoming calls to a preprogrammed answering point.

Divert All Calls

- Lift handset
- Press
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert All Calls

- Lift handset
- Press
- Listen for dial tone
- Hang up

The Diversion No Answer feature re-routes all incoming calls not answered within a given interval (four to five rings) to the preprogrammed answering point. After the first diversion, subsequent calls are diverted in two rings until a call is again placed or answered from the extension.

Divert No Answer

- Lift handset
- Press
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert No Answer

- Lift handset
- Press
- Listen for dial tone
- Hang up

The Diversion Busy feature diverts incoming calls placed to a busy station to a preprogrammed answering point, e.g. voice mail.

Note: If this option is in place, a caller to your extension may not use automatic call back, nor will you be able to pick up calls on your instrument from another telephone.

Divert Busy

- Lift handset
- Press
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert Busy

- Lift handset
- Press
- Listen for dial tone
- Hang up

CALL DIVERSION - FOLLOW ME

The Follow Me feature allows a user to forward all calls to another campus extension. It is possible to redirect and/or cancel the Follow Me from the other extension without returning to your station.

Activate Follow Me

- Lift handset
- Press
- Dial extension where calls are to follow to
- Press
- Listen for 3 beeps and then the dial tone
- Hang up

Redirect Follow Me

- Lift handset at current answer point
- Press
- Dial your extension
- Press
- Dial the new answer point number
- Press
- Listen for dial tone
- Hang up

Cancel Follow Me from

Answer Point

- Lift handset
- Press
- Dial your extension
- Press
- Listen for 3 beeps and then the dial tone
- Hang up

Your Phone

- Lift handset
- Press
- Listen for dial tone
- Hang up

Note: Stuttered dial tone will remind the user that calls are diverted.

SPEED REDIAL (Off-campus calls only)

This Speed Redial feature will redial the last off-campus number called.

To use speed dial

- Press

INDIVIDUAL ABBREVIATED DIALING (optional feature programmed by System Administrator)

The Individual Abbreviated Dialing (IAD) feature allows users to program a speed dial code for frequently called numbers or features. When an IAD code is dialed, the system automatically dials the preprogrammed number. Stations can have up to ten individual abbreviated numbers of up to 20 digits in length. IAD numbers can represent on-campus and/or off-campus numbers, as well as feature codes.

To Program or Reprogram Numbers

- Lift Handset
- Press
- Enter one Digit to represent dialed number
- Press
- Enter number (include access code 9 if off-campus)
- Press
- Hang up

To Dial Abbreviated Number

- Lift Handset
- Press
- The system will dial automatically

To Cancel/Reprogram a Single Abbreviated Number

- Lift Handset
- Press
- Hang up **or** Follow program numbers (see above)

To Cancel All Abbreviated Numbers

- Lift Handset
- Press
- Hang up

AUTOMATIC CALL BACK (On-campus calls only)

Automatic Call Back (ACB) feature allows a user calling a station that is busy, or does not answer, to request a callback when the station becomes free. (The user may make and/or receive calls while the Automatic Call Back feature is in effect.) When the station marked for call back becomes available, the system will ring the user's extension with eight seconds of fast ringing. Lifting the handset will place a call to the extension marked for Automatic Call Back. The user must pick up the handset before the ringing stops, or the call back will be canceled.

Several Automatic Call Backs can be activated at the same time. An Automatic Call Back cannot be initiated on an off-campus number.

To request an automatic call back

- Dial the on-campus extension, hear busy signal or no answer
- Press
- Listen for three beeps
- Hang up
- When marked extension becomes available, there will be eight seconds of fast ringing. Lift the handset, the extension on call back will ring

To cancel an automatic call back

One Extension

- Lift handset
- Press
- Dial extension number
- Press

All Extensions

- Lift handset
- Press

Voice Mail Quick Tips

Bypass System Greeting	#
Date & time (while listening)	5
Cancel Recording	*
Greetings	
Standard Greeting	4 1 3 2
Out of Office (can't leave messages)	4 1 3 3
Locate messages	
On Campus	3 1
Off Campus	3 2
Password, Changing	4 1 4
Pause during playback	2
Press the wrong key? (Quit action)	*
Quick message delete	3 3 7
Reply to message	8
Skip to next message (mark as read)	#
Slow message playback	4
Quicken message playback	6

Shared Type Mailbox

- If at your desk

- Call the voicemail system number

6	9	9	9
---	---	---	---
- When prompted for mailbox #, enter your 4 digit mailbox #
- When prompted for security code, enter your code

- If at another shared mailbox desk

- Call the voicemail system number

6	9	9	9
---	---	---	---
- When prompted for mailbox #, enter your 4 digit mailbox #
- When prompted for security code, enter your code

- If at an extension that has a single mailbox

- Call the voicemail system number

6	9	9	9
---	---	---	---
- The system will prompt you for a security code
- Press * # (the star key then the pound key)
- When prompted for mailbox #, enter your 4 digit mailbox #
- When prompted for security code, enter your code

If setting up mailbox for first time, be sure to note your new password.

Single Type Mailbox

- From your phone

- Call the voicemail system number

6	9	9	9
---	---	---	---
- When prompted for security code, enter your code

- From another phone

- Call the voicemail system number

6	9	9	9
---	---	---	---
- The system will prompt you for a security code
- Press * # (the star key then the pound key)
- When prompted for mailbox #, enter your 4 digit mailbox #
- When prompted for security code, enter your code

If setting up mailbox for first time, be sure to note your new password.

CALLING IN FROM OFF-CAMPUS

- Call the system number = 707-826-6999 or toll free = 866-826-4867
- When prompted "If you have a mailbox on the system", press # (pound)
- When prompted for mailbox #, enter your 4 digit mailbox #
- When prompted for security code, enter your code

Telephone Quick Reference

Alternate between parties	[2]
Automatic Call-back	[6]
Cancel	[#] [6] [#]
Call Diversion	
<u>All Calls</u>	[*] [2] [#]
Cancel	[#] [2] [#]
<u>No Answer</u>	[*] [2] [1] [#]
Cancel	[#] [2] [1] [#]
<u>Busy</u>	[*] [2] [2] [#]
Cancel	[#] [2] [2] [#]
<u>Follow me</u>	[*] [2] [*] Extension [#]
Cancel	[#] [2] [#]
Call Pick Up	
Group	[7] [7]
Directed	extension number [8]
Call Waiting	
Send	[5]
Answer	Hear Tone, Hang up, Press [2]
Conference	[3]
Hold	[Flash]
Individual Abbreviated Dialing	[*] [*] [(0 - 9)]
Last Number Redial (off campus)	[*] [*] [*]