

Humboldt State University



Telecommunications
&
Network Services
826-5000

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 MD110, manufactured by Ericsson.

The MD110 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 MD110.

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 5000 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	4 8 6 7
Telephone Problems.....	5 0 0 0
On-Line Directory	www.humboldt.edu/~telcom

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

Inquiry/Consultation Hold (Page 4)

With party on the line

- Press **Flash**
- Listen for 3 beeps and dial tone
- Dial second party and converse
- Press **2** to reach the first party
- Press **2** to alternate between calls

Transfer a Call (Page 5)

With Party on the line

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

Speed redial (Page 5)

Last off-campus call:

- Press *** * ***

Quick Start

Conference Calls (Page 5)

With first party on the line

- Press **Flash**
- Dial second party
- If answered, press **3** and wait for long beep, all parties connected
- If no answer, press **Flash**, and dial next party
- Repeat steps to connect up to 8 parties

Call Waiting (Page 5)

To send to busy extension

- Press **5**
- 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 **2**
- First party is placed on hold

Automatic Call-Back (On-campus Only) (Page 6)

Extension is busy or does not answer:

- Press **6**
- Listen for 3 beeps
- When extension becomes available your phone will fast ring for eight seconds
- Lift handset before ringing stops
- Called extension rings

Distinctive Rings and System Tones

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 page 7.

DISTINCTIVE RINGS

Distinctive Ringing provides a unique pattern of telephone ringing which permits station users to distinguish between different types of incoming calls. There are three types of ringing signals.

Single Ring	On-campus call
Double Ring	Off-campus call
Interrupted Fast Ring	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	Message Waiting
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

Features

CALL PICK UP

Any call ringing into a campus extension may be picked up from another telephone.

- Dial the number of the ringing extension
- Listen for the busy tone
- Press **8**

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 **Flash**
- 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 **8**

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 **Flash**
- Listen for 3 beeps and dial tone
- Dial second party
- Press **2**

To alternate between parties

- Press **2** or Initiate a conference call by Pressing **3**

See page 5, **Conference**

Features

CONFERENCE

The Conference feature allows a user to initiate a conference call with a maximum of eight parties. However, the quality of the call may diminish as the number of members within the conference call increases. After establishing a conference call, any member may leave until only two parties remain connected.

With the first party on the line

- Press **Flash**
- Dial second party

After call answered

- Press **3**
- Listen for long beep
- All parties connected
- Repeat steps to connect up to 8 parties

If no answer or busy

- Press **Flash**
- Dial next party

TRANSFER

Call Transfer allows a station user to forward a call to another station. Calls may be transferred before or after the desired party answers.

With the first party on the line

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

After call answered

- Press **3**
- Announce call
- Hang up

If no answer or busy

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

SPEED REDIAL (Off-campus calls only)

If you would like to redial the last off-campus number called,

- Press *** * ***

Features

AUTOMATIC CALL BACK (On-campus calls only)

Automatic Call Back 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 to an off-campus number.

Dial the on-campus extension, hear busy signal or no answer

- Press **6**
- 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

Canceling Automatic Call Back

Should the user decide that they no longer need the automatic call back feature activated and do not want to be disturbed by the eight seconds of ringing, the Call Back request may be canceled.

On Extension

- Lift handset
- Press **# 6 ***
- Dial extension number
- Press **#**

All Extensions

- Lift handset
- Press **# 6 #**

CALL WAITING

Call Waiting allows a station to provide a signal that a call is waiting to a busy station which alerts them of another call. Analog users will hear a call waiting tone; a single beep, if on-campus, or double beep, if off-campus.

Features

Call Waiting Continued

Send call waiting tone

- Hear busy signal
- Press **5**
- 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 **2**
- 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.

CALL DIVERSION

The Call Diversion feature re-routes a station's incoming calls to an alternate number. There are three types of Call Diversion; All Calls, No Answer and Busy. Preprogrammed answering points may be voice mail or to another campus extension. Pre-programming of the answer point is done by the system administrator.

The Diversion All Calls feature automatically reroutes all incoming calls to a preprogrammed answering point.

Divert All Calls

- Lift Handset
- Press *** 2 #**
- Listen for pulsating tone
- Hang up

Undivert All Calls

- Lift Handset
- Press **# 2 #**
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 *** 2 1 #**
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert No Answer

- Lift Handset
- Press **# 2 1 #**
Listen for dial tone
- Hang up

Features

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

Divert Busy

- Lift Handset
- Press * 2 2 #
- Listen for 3 beeps and then the dial tone
- Hang up

Undivert Busy

- Lift Handset
- Press # 2 2 #
Listen for dial tone
- Hang up

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 * 2 *
- Dial extension where calls to follow to
- Press #
- Listen for pulsating dial tone
- Hang up

Redirect Follow Me

- Lift Handset at current answer point
- Press * 2 *
- 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 # 2 *
- Dial your extension
- Press #
- Listen for pulsating dial tone
- Hang up

Your Phone

- Lift Handset at current answer point
- Press # 2 #
Listen for dial tone
- Hang up

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

Features

INDIVIDUAL ABBREVIATED DIALING (optional feature)

The Individual Abbreviated Dialing (IAD) feature allows users to program abbreviated dialing numbers for frequently called numbers. 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 * 5 1 *
- Enter one Digit(0-9) to represent dialed number
- Press *
- Enter number (include access code 9 if off-campus)
- Press #
- Hang up

To Dial Abbreviated Number

- Lift Handset
- Press * * 0-9
- The system will dial automatically

To Cancel/Reprogram Abbreviated Number

- Lift Handset
- Press # 5 1 * 0-9 #
- • Hang Up **or** Follow program numbers (see above)

All Abbreviated Numbers

- Lift Handset
- Press # 5 1 #
- Hang Up

Voice Mail Account

Shared Type Mailbox

- Call the system number **4 8 6 7**
- When prompted for your password, press *****
- The system will ask you for your mailbox number
Your mailbox number is _____
- You will then be prompted to enter your password
Your password is _____

The system will require you to change your password, if you are a first time user.

Be sure to note your new password.

Single Type Mailbox

- Call the system number **4 8 6 7**
- You will then be prompted to enter the password
- Your password is _____

The system will require you to change your password, if you are a first time user.

Be sure to note your new password.

CALLING FROM OFF-CAMPUS

- Call the system number **8 2 6 . 4 8 6 7**
- When prompted "If you have a mailbox on the system", press **#**
- Enter your mailbox number
- Enter your password

Voice Mail Quick Tips

Automatic Date & Time	4 2 1 4
Bypass System Greeting	#
Date & time (for a single message)	0 5
Erase, Re-record	*
Greetings	
Away from the phone	4 3 1 2 1
On the phone	4 3 1 2 2
Locate messages	
Sent	3 1
Received	
On Campus	3 2 1
Off Campus	3 2 2
Password, Changing	4 2 1 1
Pause during playback	2
Press the wrong key?	*
Quick message delete	3 3 7
Quicken message playback	6
Reply to message	8 Record # #
Skip to next message	#
Skip to saved message	# #
Slow message playback	4
Volume during playback	9

