

INDIANA UNIVERSITY NORTHWEST  
INFORMATION TECHNOLOGY TECHNICAL SERVICES

**MEMORANDUM**

Indiana  
University  
Northwest



**TO:** IUN Telephone Users

**FROM:** IUN Telecommunications Department

**SUBJECT:** Analog/Digital Telephone User Guide

**DATE:** May 6, 2002

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Indiana University Northwest (IUN) offers an advanced telephone system to promote effective campus communications. The Telecomm Department encourages each campus telephone user to learn and test the features located in the [Analog/Digital Telephone User Guide](#) below. Analog and digital telephones may access these features with special dial codes and/or preprogrammed buttons. Proper feature employment guarantees effective campus communications and helps each entity achieve their educational goal. Please contact IUN's technical help desk (ext.4357, 981-4357, or [iunhelp@iun.edu](mailto:iunhelp@iun.edu)) and request a service ticket for additional information or modifications. (NOTE: Digital telephone costs prohibit universal availability. Upgrading an analog telephone to a programmable digital telephone requires sufficient department funds and a help desk service ticket.)

Analog telephone:



INFORMATION  
TECHNOLOGY  
TECHNICAL  
SERVICES  
3400 Broadway  
Gary, Indiana 46408  
219-980-6727  
Fax 219-980-6657

Digital telephones:



# **Analog/Digital Telephone User Guide**

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## **1. Calling: how to dial on-campus, off-campus, SUVON, voicemail, authorization codes**

### **a. On-campus calling: dial 4 digits**

e.g., 6501 (campus security)

e.g., 4357 (IUN help desk)

(NOTE: IUN phonebook at [http://cf.iun.edu/People/Phone\\_Employee.cfm](http://cf.iun.edu/People/Phone_Employee.cfm))

Campus Numbers [980] 6500-6599, 7100-7139, 7750-7769

[981] 4200-4259, 4260-4303, 5600-5639)

### **b. Off-campus calling: dial "9" first**

e.g., 9-980-6500 (local call)

e.g., 9-1212-980-6500 (long distance)

e.g., 9-1800-437-5409 (toll free)

e.g., 9-011-61-2-456-7890 (international; 011 access code, country, city, local)

e.g., 9-1812-855-6789 (SUVON)

### **c. SUVON calling: dial "8" first**

e.g., 8-1812-855-6789 (SUVON)

(NOTE: What is SUVON? SUVON is an Indiana flat rate calling network for educational centers. Why use SUVON? Typical Indiana long distance telephone numbers are billed as a local call (\$0.00/minute). What telephone numbers are on SUVON? The local calling area surrounding every major State of Indiana University appears on the SUVON network but visit <http://www.ihets.org/network/voice> for exact details. Although users may use "8", IUN recommends dialing "9" first because if SUVON is either filled or out of service, calls will automatically process through other facilities.

ONE ADDITIONAL NOTE: Because Porter County SUVON resources are limited -- frequent busy signals -- users must dial "8" first to avoid long distance charges. Dialing "9" first for Porter County has been programmed to select reliable long distance.)

### **d. Voicemail calling: dial 6999, 6996, 980-6999, or 980-6996**

dial 6999 from your assigned telephone: (automatically connects to your private mailbox)

dial 6996 from any telephone (enters generic voicemail interface)

dial 980-6996 (enters generic voicemail interface)

dial 980-6999 (enters generic voicemail interface)

At the generic interface, enter any 4 digit extension to deposit a message or enter your 4 digit extension with a "\*" to indicate you are the owner; e.g., 6996\*.

Be sure to visit <http://www.iun.edu/~phonenw/vmail> for more details.

### **e. Authorization Codes:**

A confidential 7-digit code is necessary for chargeable off-campus calling.

Chargeable calls include long distance, international, local toll, directory/operator

assistance. For more information, visit: <http://www.iun.edu/~phonenw/authfaq.htm>

Call the help desk (ext. 4357) or email [iunhelp@iun.edu](mailto:iunhelp@iun.edu) to request an authorization code.

An IUN account number and account manager approval is necessary to obtain an authorization code.

## **2. Abbreviated Dialing: speed dialing with codes or buttons**

**Why? Store frequently dialed numbers and save time.**

Analog/Digital:

- a. On a separate sheet of paper, jot down up to 5 telephone numbers to store.
- b. Dial program code \*0
- c. Dial personal list number 1
- d. Dial list item 1 or 2 or 3 or 4 or 5 (if you need more than 5, call ext.4357 HELP)
- e. Enter number string up to 24 digits. If dialing off campus, be sure to include access code "9".
- f. Hang up. Repeat steps (b-f) to program additional numbers.

Analog/Digital

- a. To dial stored number, dial access code 20 and item number 1 or 2 or 3 or 4 or 5.

Digital:

- a. To dial stored number, dial access code 20, then an item number 1,2,3,4, or 5. You may also press preprogrammed abbreviated dial access button if available (e.g., AD 1 01).

## **3. Automatic Callback: connect to a busy extension or one that did not answer**

**Why? Saves time by automating the call process.**

Analog:

- a. During the call attempt, press the "R" button, "flash" button, or flash the switchhooks.
- b. During the second dial tone, press the automatic callback code \*5
- c. Hang up.
- d. When the dialed extension is available, your telephone will ring back with 3 quick bursts. Answer your telephone and a call is automatically placed to your desired destination.
- e. To cancel automatic callback, pick up the telephone and dial code #5.

Digital:

- a. During a call attempt, press the auto-cback button, then hang up.
- b. When the extension is available, your telephone will ring with 3 quick bursts. Answer your telephone and a call is automatically placed to your desired destination.
- c. To cancel automatic callback, pick up the telephone and dial code #5 or press the auto-cback button.

#### **4. Call Forwarding: temporarily redirect calls on or off campus**

**Why? Promptly directs a caller to an available contact point.**

Analog/Digital

- a. Pick the handset and press \*2 to receive a second dial tone
- b. Dial the extension or number to where calls will be sent
- c. Listen to confirmation tone and hang up.
- d. To cancel call forwarding, press #2.

(NOTE: Call forwarding bypasses "call coverage". What is call coverage? Call coverage is a preprogrammed call routing pattern. For example, if an unattended office manager's telephone receives a call, calls will follow the preprogrammed routing pattern; e.g., 2 rings at office manager's telephone, 2 rings at receptionist's telephone, and then into voicemail. Call forwarding will also prevent calls from going into your private voicemail box. On the other hand, you may use call forwarding to bypass a routing pattern -- e.g., ringing at the receptionist -- by call forwarding directly to voicemail ext. 6999. Call the Help desk ext. 4357 for more information.)

Digital:

- a. Press the call-forwarding button.
- b. Dial the extension or number to where calls will be sent
- c. Listen to confirmation tone and hang up.
- d. To cancel call forwarding, press #2 or press the call-forwarding button.

#### **5. Call Park: park a call and retrieve at any campus telephone**

**Why? Allows call transfer without blindly sending call to an unmanned phone.**

Analog:

- a. During an active call, press the "R" button, "flash" button, or flash the switchhooks
- b. Dial call park code \*1, hear confirmation tone, hang up  
(to return to call before hang up, press the "R" button, "flash" button, or flash the switchhooks again)
- c. To retrieve the parked call at any campus telephone, dial #1 and the call parked extension number

Digital:

- a. During an active call, press the call park button, then hang up. If you do not have a call park button, contact the IUN help desk and request a button installation
- b. To retrieve the parked call at any campus telephone, dial #1 and the call parked extension number

**6. Call Pickup: answer a call that is a part of the office group**

**Why? Answer other telephone numbers located on other telephones**

Analog/Digital:

- a. dial call pickup code \*7 to connect to ringing call

Digital:

- b. press call pickup button

(If you do not have a call pickup button, contact the IUN help desk and request a button installation)

**7. Call Waiting: answer a second call**

**Why? Assist two callers by putting the first call on hold.**

Analog:

- a. While servicing the 1st call, listen for a single tone burst indicating a second call. Either complete the present call by hanging up or press the "R" button, "flash" button, or flash the switchhooks to put the 1st call on hold.
- b. Press \*6 to complete putting the first call on hold.
- c. When finished with the 2nd call, hang up and the telephone rings you with the 1st call.

Digital:

- a. Call waiting does not apply because multiple call appearance buttons appear on every digital telephone.

**8. Conference: add a third person; digital telephones may conference up to 5 people**

**Why? Hold group conversations.**

Analog:

- a. During an active call, press the "R" button, "flash" button, or flash the switchhooks
- b. Dial the third party telephone number
- c. When the third party answers, press the "R" button, "flash" button, or flash the switchhooks to connect all three telephones connections.
- d. To drop the 2nd call, press the "R" button, "flash" button, or flash the switchhooks. The first call remains connected.

Digital:

- a. Press the conference button and get a second dial tone.
- b. Dial the third party.
- c. Press the conference button again to connect all three together.

d. To include more than 3 callers, perform steps a-c again.

**9. Hold: put call on hold**

**Why? Prevents the caller from hearing unnecessary noise or discussions. Also allows for a second call to be placed.**

Analog:

- a. During an active call, press the "R" button, "flash" button, or flash the switchhooks
- b. Dial hold code \*6. IMPORTANT. Place the handset on the table.
- c. To return to the held call, hang up the handset and the telephone rings you back.
- d. To place a second call, perform step a-b, then dial the number. When finished, hang up and the telephone rings you back.

Digital:

- a. Press hold button.
- b. To retrieve held call, press the flashing call appearance button.
- c. To place a second call, press an open call appearance button and dial.

**10. Last Number Dialed: automatically redial the last number dialed**

**Why? Saves time by avoiding long digit string redials**

Analog/Digital:

- a. Pickup up handset, hear dial tone, press \*9.

Digital:

- a. Press last number button.

**11. Priority Calling: call campus telephones with special ringing**

**Why? Helps identify the call as urgent or important.**

Analog/Digital:

- a. Dial priority dialing code #7 and the 4-digit campus telephone number

**12. Send All Calls: send incoming calls to preprogrammed call routing patterns**  
**Why? Immediately sends a caller to an available resource like a receptionist or voicemail. Prevents the caller from hearing numerous rings and automatic transfers.**

Analog/Digital:

- a. Dial send all calls access code \*3. Hang up.
- b. To cancel send all calls, dial #3.

Digital:

- a. Press send all calls button
- b. To cancel, press the send all calls button again to turn off the light.

(NOTE: What is call coverage? Call coverage is a preprogrammed call routing pattern. For example, if an unattended office manager's telephone receives a call, each call will follow a preprogrammed routing pattern; e.g., 2 rings at office managers telephone, 2 rings at receptionist's telephone, and then into voicemail. Send all calls immediately send an incoming call into the preprogrammed route pattern Call the Help desk ext. 4357 for more information.)

**13. Transfer: send call to another extension or outside number**  
**Why? To better service the caller.**

Analog:

- a. During an active call, press the "R" button, "flash" button, or flash the switchhooks
- b. Dial the transfer telephone number.
- c. Hang up.
- d. If transfer telephone number does not answer, press the "R" button, "flash" button, or flash the switchhooks to return to the caller.

Digital:

- a. Press the transfer button.
- b. Dial the transfer telephone number
- c. Press the transfer button again.
- c. If the transfer telephone number does not answer, press the flashing call appearance button.