

CAMPUS TELEPHONE SYSTEM

When calling from a campus telephone, campus numbers may be reached by dialing the last four digits of the number. Off-campus numbers may be reached by dialing 9 followed by the number (Example 9-XXX-XXXX).

Analog Features:

To activate Call Forwarding (Busy/No Answer) after four rings:

1. Go to the phone you wish to forward
2. Listen for a dial tone, and then press *2
3. Dial the 4-digit number you want the call to be forwarded to
4. Listen for 3 beeps, and then hang up

To activate Immediate Call Forwarding:

1. Go to the phone you wish to forward
2. Listen for a dial tone, and then press *4
3. Enter the 4-digit number you want the call to be forwarded to
4. Listen for 3 beeps, and then hang up

Note: Call Forwarding is also used to forward your number to Modular Messaging, the voice mail system, at extension 5500. SEE INSTRUCTIONS AT RIGHT.

To deactivate Call Forwarding:

1. Get a dial tone, and then press #2
2. Listen for 3 beeps, and then hang up

To pick up a call in your pickup group:

- Listen for a dial tone, and then press #4

To put a call on Soft Hold (used to transfer calls):

- Listen for a dial tone, press hold or flash/lightning

Note: Call will remain on soft hold until you press hold flash/lightning.

To put a call on Hard Hold:

- Listen for a dial tone
- Press hold or flash/lightning
- Press #8
- Lay receiver down on desk

Note: To remove the phone from Hard Hold, place the phone on the receiver. The station will ring and reconnect to the number.

To transfer a call:

1. Press transfer or flash/lightning
2. Wait for a dial tone
3. Dial the 4-digit number of the party you wish to transfer to
4. Hang up or stay on the line and announce the call

Automatic Call Back: (If an on-campus number is busy)

1. When you hear the busy tone, press hold or flash/lightning
2. Listen for a dial tone
3. Press *5
4. Listen for 3 beeps and then hang up

Note: When the number is no longer busy, your phone will give three short rings. If you pick up your phone, the number will be dialed automatically. Press #5 to cancel. Automatically cancels after 40 minutes.

For digital phone features please refer to your owner's manual.

Additional Information:

- If you receive an on-campus call, your phone's ring tone will be one long ring. Calls from outside the system will cause your ring tone to be two short rings.
- Use the switch hook to disconnect a call, rather than using the flash key.
- Please do not leave your phone off the hook for long periods of time. This takes your phone out of service and calls will not be forwarded to your voice mail.
- **International calls** (except U.S., Canada) cannot be made from campus, unless you are using the following: credit card, third party (personal) number, or a KANS-A-N card with the correct level of access.

Voicemail Instructions:

- To check your voicemail from another location, dial 785-628-5500 and enter # followed by your extension.
- To check another extension's voicemail from your campus phone, dial 5500 then * # to enter the extension you need.
- To transfer a call to voicemail, send the caller to extension 5599 or 785-628-5599 and then enter the extension of the person/department you want to reach.

DIRECTORY ASSISTANCE

Campus Directory assistance can be reached by dialing 0 from on-campus telephones and (785) 628-FHSU (3478) from off-campus telephones.

- For directory assistance for **in-state numbers** not available in the Hays directory, dial 9-1411.
- For directory assistance for **out-of-state numbers**, dial 9-area code-555-1212.
- For directory assistance for **toll free numbers**, dial 1-800-555-1212.

Government and state agency office and employee phone numbers can be found on the Online Directory Website <http://da.state.ks.us/phonebook/>.

Where to get directories: For Hays Area and Northwest Kansas directories contact Clara Dreiling, Mail Center, at 4400. For campus directories, contact University Relations at 4206.

For additional information on the Tiger Info Call Center, Modular Messaging voicemail system, KANS-A-N calling cards, and InterCall conference calls, please contact: Michelle Schlyer, Tiger Info Supervisor, ext. 4110 maschlyer@fhsu.edu www.fhsu.edu/ctc/telecom