Humboldt State University

TNS User Support
826-5000

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 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 1

Campus Operator ............................................................... 0

Off-Campus Calls .......................................................... 9 Plus the number

Voice Mail System .......................................................... 6 9 9 9 9

Telephone Problems ....................................................... 5 0 0 0 0

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 5)

**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

### 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
**Conference Calls (Page 6)**

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

**Transfer a Call (Page 6)**

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 8)**

Last off-campus call:

- Press *** * ***

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

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 on page 7.

**DISTINCTIVE RINGS**

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

<table>
<thead>
<tr>
<th>Ring Signal</th>
<th>Indication</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Ring</td>
<td>On-campus call</td>
</tr>
<tr>
<td>Double Ring</td>
<td>Off-campus call</td>
</tr>
<tr>
<td>Interrupted Fast Ring</td>
<td>Call back</td>
</tr>
</tbody>
</table>

**DISTINCTIVE SYSTEM TONES**

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

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

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 8

GROUP CALL PICK UP
Multiple extensions may be put into a common pick-up 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 7 7

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
Features

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 \(\text{Flash}\)
- 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

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.

**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.*
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 **Flash** **** see note
- 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

**** 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 **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
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. Pre-programming of the answer point is done by the system administrator.

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

**Divert All Calls**
- Lift handset
- Press \*2#
- Listen for 3 beeps and then the dial 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 \*21#
- Listen for 3 beeps and then the dial tone
- Hang up

**Undivert No Answer**
- Lift handset
- Press #21#
- 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 \*22#
- Listen for 3 beeps and then the dial tone
- Hang up

**Undivert Busy**
- Lift handset
- Press #22#
- Listen for dial tone
- Hang up
Features

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 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 * 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 3 beeps and then the dial tone
- Hang up

Your Phone
- Lift handset
- Press # 2 #
- 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 * * *
Features

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 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

**To cancel an automatic call back**

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

**All Extensions**
- Lift handset
- Press # 6 #
Features

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 \* 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 a Single Abbreviated Number
- Lift Handset
- Press # 5 1 * 0-9 #
- Hang Up or Follow program numbers (see above)

To Cancel All Abbreviated Numbers
- Lift Handset
- Press # 5 1 #
- Hang Up
<table>
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<tr>
<th>Voice Mail Quick Tips</th>
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<td><strong>Bypass System Greeting</strong></td>
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<tr>
<td><strong>Cancel Recording</strong></td>
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<td><strong>Greetings</strong></td>
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<tr>
<td>Standard Greeting</td>
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<tr>
<td>Out of Office (can’t leave messages)</td>
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<tr>
<td><strong>Locate messages</strong></td>
</tr>
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<td>On Campus</td>
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<tr>
<td>Off Campus</td>
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<tr>
<td><strong>Password, Changing</strong></td>
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<tr>
<td><strong>Pause during playback</strong></td>
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<tr>
<td><strong>Press the wrong key? (Quit action)</strong></td>
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<tr>
<td><strong>Quick message delete</strong></td>
</tr>
<tr>
<td><strong>Reply to message</strong></td>
</tr>
<tr>
<td><strong>Skip to next message (mark as read)</strong></td>
</tr>
<tr>
<td><strong>Slow message playback</strong></td>
</tr>
<tr>
<td><strong>Quicken message playback</strong></td>
</tr>
</tbody>
</table>
**Voice Mail Account**

**Shared Type Mailbox**
- If at your desk
  - Call the voicemail system number 6999
  - 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 6999
  - When prompted for mailbox #, enter your 4 digit mailbox #
  - When prompted for security code, enter your code

- If at an extension that is a single mailbox
  - Call the voicemail system number 6999
  - 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 6999
  - When prompted for security code, enter your code

- From another phone
  - Call the voicemail system number 6999
  - 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
<table>
<thead>
<tr>
<th>Feature</th>
<th>Code</th>
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<td>Alternate between parties</td>
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<td>Automatic Call-back</td>
<td>6</td>
</tr>
<tr>
<td>Cancel</td>
<td># 6 #</td>
</tr>
<tr>
<td>Call Diversion</td>
<td>* 2 #</td>
</tr>
<tr>
<td>Cancel</td>
<td># 2 #</td>
</tr>
<tr>
<td>No Answer</td>
<td>* 2 1 #</td>
</tr>
<tr>
<td>Cancel</td>
<td># 2 1 #</td>
</tr>
<tr>
<td>Busy</td>
<td>* 2 2 #</td>
</tr>
<tr>
<td>Cancel</td>
<td># 2 2 #</td>
</tr>
<tr>
<td>Follow me</td>
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<tr>
<td>Cancel</td>
<td># 2 #</td>
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<td>Call Pick-up</td>
<td>7 7 0-9</td>
</tr>
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<td>Group</td>
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<td>Directed</td>
<td>extension number</td>
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<td>Call Waiting</td>
<td>5</td>
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<td>Send</td>
<td></td>
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<tr>
<td>Answer</td>
<td>Hear Tone, Hang up, Press 2</td>
</tr>
<tr>
<td>Conference</td>
<td>3</td>
</tr>
<tr>
<td>Hold</td>
<td>Flash</td>
</tr>
<tr>
<td>Individual Abbreviated Dialing</td>
<td>* * 0-9</td>
</tr>
<tr>
<td>Last Number Redial (off campus)</td>
<td>* * *</td>
</tr>
</tbody>
</table>