

University of Louisiana at Lafayette - Telephone Primer

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SERVICE TELEPHONE NUMBERS

Main Number
337-482-1000

Campus Message Center
337-482-MAIL (6245)

IT Service Desk [Helpdesk]
482-HELP (6245)

University Police Emergency
337-482-6447

University Police Business

Definitions You Need to Know

§ - after a feature name indicates not available on dorm room phone

[Flash] - Press the switch hook down for 0.4 to 0.8 seconds and then release the switch hook.

(dialtone) - hear normal dialtone

(stutter dialtone) - also called broken dialtone, hear dialtone pulse on and off for several seconds followed by regular dialtone, indicates message waiting

(cover tone) - one medium length burst of tone while waiting for a call to be answered

(recall dialtone) - after [Flash], hear 3 short bursts of tone followed by steady dialtone, you must wait for steady dialtone before continuing to dial

(intercept tone) - continuous pattern of two alternating tones (a.k.a., wave-off tone, error tone)

(reorder tone) - like busy signal, but twice as fast

(confirmation tone) - hear 3 short beeps

(call waiting) - hear 1 quick burst of tone for an incoming campus call, 2 quick bursts for Campus operator or outside party, 3 quick bursts if the party calling has marked this call as a hurry call

★ - ON code, also called star, sprite, asterisk and sparkle

- OFF code, also called pound, sharp, scratch and octothorpe (a '#' that appears at the end of a number is not required, but will cause the call to be placed without a 10 second delay)

[A] Procedure for: **Dialing On Campus Numbers**

Lift the handset and press the 5 (five) digit telephone number of the on-campus party you wish to call. See also: Ringback [E], Called [R], Hurry [S].

[B] Procedure for: **Dialing Off Campus Numbers**

When dialing, touch "#" after the last digit to speed up processing of the call.

There are several types of Off Campus Dialing listed below....

[B1] Dialing *Local Numbers* (non-toll)

You can call a local number by lifting the handset and pressing the **9** key. You will hear immediate (no pause in the) dialtone, dial the 7 digit number you wish to call. If the number dialed is a toll call or an incorrect number you will hear a message. If you hear confirmation tone (queuing supported, see also [D]), hang-up. All campus circuits are busy and the system will call you when your call can be placed. A 3 ring burst means your call is ready, just lift the handset, no need to redial the digits you have already dialed. See also: Redial Last Number [Q], Kwick dial [L].

[B2] Dialing *Long Distance Numbers from a Dorm Room* (toll)

All off campus dialing begins by obtaining dialtone, pressing the **9** key, and hearing dialtone.

You may dial the **9** and NNN-NNN-NNNN, this long distance call will be sent to the AOS Carrier. You must have a calling card, when you hear the AOS Carrier request tone, enter the card number and PIN. (Queuing Supported [D])

[B3] Dialing *Long Distance Numbers from Administrative Offices* §

Some administrative offices are authorized for the State LINC network. Personal calls are prohibited on LINC (see below for instructions on placing personal calls). Off campus dialing begins by obtaining dialtone, pressing the **9** key, and hearing dialtone.

You may dial **9** and NNN-NNN-NNNN, to place LINC calls. Account code entry, if required, is dialed as **★9** (dialtone) AAAAAA (dialtone) **9** (dialtone) NNN-NNN-NNNN, where AAAAAA is the account code to be billed for the call. All account codes are six characters long. If your account code includes an "R", replace it with a "0" (zero). If your account code is less than 6 digits long, add "*" (stars) to the end to provide 6 digits. (Queuing Supported [D])

You may place a **personal call** from your office using a personal calling card. Dial **9** then **P** then NNN-NNN-NNNN. (Queuing Supported [D])

[B4] Procedure for: **Dialing International Numbers**

Standard international calls are placed on the AOS Carrier. You may dial **9** then **01** (*do not dial* 011 or 010) then country code and number. Enter your calling card information when prompted.

If the AOS Carrier does not service the country you wish to call please use the equal access call procedures.

[C] Procedure for: **Other Types of Calls**

You may also dial these **emergency** numbers:
9 911 will contact the Parish Emergency Services
911 will contact University Police
UP# will contact University Police
00# will contact the campus operator during office hours

You may also dial :
0 # for the campus operator during office hours.
UI# for University Information
TT# to make a report on Telephone Trouble or Terminal Trouble (TT# is also dialed to report computer hardware problems),
9 10-XXX-0, this is an equal access call.
9 101-XXXX-0, this is the new version of equal access.
9 800-NNN-NNNN, with a few exceptions.

[D] Procedure for: **Outside Line Queuing**

Outside Line Ringback Queuing places outgoing calls in an ordered queue (first-in, first-out) when all of the trunks are busy. The system contacts you with a 3-burst ring (hurry ring) when a trunk is available. When you receive notification, your call is automatically continued without redialing.

To answer a 3-burst ring

Note: Your outgoing call will not be placed on a queue if you already have a call waiting to go out.

1. Pick up the handset.
 - You do not need to redial the number; your original call automatically continues.
- Note: The ringback queue request will be canceled if your telephone is busy when the system attempts the ringback call or you do not answer the ringback call within 5 rings.
-

To cancel automatic Outside Line Queuing

1. Dial the **OFF Ringback** code **#R**.
 - Your call will be removed from the ringback queue.
-

[E] Procedure for: **Ringback**

Use Ringback when you place an internal call to a busy or unanswered extension. The system sends you a 3-burst ring when the called extension becomes available, thus eliminating the need for you to redial. You must then lift the handset to ring the other extension. If for some reason the extension cannot accept a new call because it is busy again, you will hear a confirmation tone and then silence. Your call will remain queued. See also: Called [R].

To automatically place another call to an extension that was busy or did not answer

1. After dialing, press **[Flash]** (recall dialtone)
 2. Dial the **ON Ringback** code **★R** (confirmation tone)
Note: If you receive a reorder tone or an intercept tone, place the call again later.
 3. Hang up.
- You will receive a 3-burst hurry ring when the extension you attempted to call becomes available.
Note: After you activate Ringback, the system watches the called extension. That extension becomes available after the called party completes a call.
 4. Lift the handset when you hear hurry ring.
- The call is automatically placed to the extension, which receives regular ringing.
Note: You can only place one Ringback call at a time, and Ringback is canceled after 30 minutes or if the Ringback call is unanswered.
-

To cancel Ringback

1. Dial the **OFF Ringback** code **#R** (confirmation tone)
 2. Hang up.
-

[F] Procedure for: **Hold**

The Hold feature allows you to temporarily disconnect from a call (put the current call OFF Waiting), use your voice terminal for other call purposes (such as obtain information, consult another person, or answer a second call), and then return to the original call. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your voice terminal to do another task. See also Park [I].

Note: A call that includes a campus operator cannot be put on hold.

To put a call on hold

1. Press **[Flash]** (recall dialtone)
 2. Dial the **OFF Waiting** code **#W** (dialtone)
- The call is put on hold.
Note: If you hang up, the held call will send a 3-burst hurry ring and allow you to answer.
-

To return to a held call

1. Hang up, wait for a 3-burst hurry ring, and then answer the call.

To put call 1 on hold and place call 2

1. Press **[Flash]** (recall dialtone)
 2. Dial the **OFF Waiting** code **#W** (dialtone)
- Call 1 is put on hold.
 3. Place call 2 (or another feature).
Note: If you hang up, call 1 will send a 3-burst hurry ring.
-

To put call 2 on hold and return to call 1

1. Press **[Flash]** (recall dialtone)
 2. Dial the **OFF Waiting** code **#W** (dialtone)
- Call 2 is put on hold and you are reconnected to call 1.
Note: If you hang up, call 2 will send a 3-burst hurry ring.
-

To complete call 2 and return to call 1

1. After the party on call 2 hangs up, you may hang up, wait for a 3-burst hurry ring, and then answer the call.
-

[G] Procedure for: **Transfer**

With the Transfer feature, you can transfer a call from an extension to an outside number or another extension. You can also transfer a call from an outside number to an extension. Use this feature when your caller wishes to speak further with someone else or when you need to reroute a call that was intended for a co-worker, but was misdialled. You cannot, however, transfer an outside call to another outside number.

To send a call to another extension

1. Press **[Flash]** (recall dialtone)
- The present call is put on hold.
 2. Dial the number to which you will transfer the call.
 3. Remain on the line and announce the call if you desire. If the dialed number is busy or goes to the cover path, press **[Flash]** TWICE, to return to the held call.
Note: Only calls from another extension can be sent to an outside number; you cannot transfer a call from an outside number to another outside number.
 4. Hang up.
-

[H] Procedure for: **OFF Group \$**

Pickup Off Group Ring allows you to answer a call at your telephone for another extension in your Call Pickup group. (A Call Pickup Group usually consists of individuals who are located in the same area or who have similar functions.) Use this feature when you wish

to handle a call for a group member who is absent or otherwise unable to answer.

Note: You can use this feature only if you and the called party are assigned to the same pickup group.

To answer a call by taking it OFF the GROUP ring when your telephone is idle

1. Dial the **OFF Group** code **#G** .
- You are connected to the ringing call.

To pick up a call off a phone in your pickup group while you are active on another call

1. Press **[Flash]** (recall dialtone)
2. Dial the **OFF Waiting** code **#W** (dialtone)
- #W is putting the call **OFF Waiting**. See also Hold [F].
- The present call is put on hold.
3. Dial the **OFF Group** code **#G** .
- You are connected to the incoming call.

To return to the held call

1. Complete the call you took OFF the Group phone and hang up.
- The held call sends a 3-burst hurry ring.
2. Lift the handset.
- You are connected to the held call.

[I] Procedure for: **Call Waiting §**

The Call Waiting feature sends you a distinctive tone if you receive a call while you are on another call. You will hear 1 quick burst of tone for a campus telephone call, 2 quick bursts if the campus operator or an outside party is calling you, or 3 quick bursts of tone if the party calling you is using the Hurry Calling feature. You may wish to end your current call, just hang up after you hear one of these tones and immediately receive ringing from the waiting call, or you may want to put your first call on hold, and then answer the second call. See also: Hold [F], Turn Off Call Waiting [J].

Note: You can go back and forth between the 2 calls, but you can be connected to only one call at a time.

To answer a call waiting tone

1. Complete your present call and hang up.
- You will receive ringing from the waiting call. (1 ring-internal, 2 rings-*outside*, 3 rings-*hurry*)
2. Pick up the handset and answer the call.

To put the present call on hold and answer a call waiting tone

1. Press **[Flash]** (recall dialtone)
2. Dial the **OFF Waiting** code **#W**.
- The current call is placed on hold and you are connected to the waiting call.

To return to the held call

1. Complete the present call and hang up.
- The held call sends a 3-burst hurry ring.
2. Lift the handset.
- You are connected to the held call.

[J] Procedure for: **TURN OFF Call Waiting §**

Turn Off Call Waiting allows you to protect your analog data calls from any of the system's overriding or ringing features, such as Hurry Calling or Call Waiting. By dialing the Turn Off Call Waiting code at the beginning of a call, you deny the system access to the call. Turn Off Call Waiting applies to both voice and data calls that you place from your analog voice terminal. See also: Call Waiting [I].

To activate TURN OFF Call Waiting

1. Dial the **TURN OFF Call Waiting** code **00CW** (dialtone).
2. Dial the data or voice telephone number you desire.
Note: If you transfer your call, add to your conference call, or disconnect from a conference call you initiated, TURN OFF Call Waiting will be canceled.

[K] Procedure for: **No-calls No-bother**

With the No-calls feature, all of your calls are temporarily sent to the extension of the coverage person designated to answer them when you cannot (the Campus Message Center). Use this feature when you will be away from your desk for awhile, *or* when you do not wish to be interrupted by telephone calls. See also: Forward [U].

To send all incoming calls (except hurry calls) immediately to coverage

1. Dial the **ON No-calls** code **★N** (confirmation tone)
2. Hang up.
Note: You may hear a short ring or tone from your telephone as each call is sent to coverage.

To cancel No-calls

1. Dial the **OFF No-calls** code **#N** (confirmation tone)
- Your calls ring again at your own telephone.

[L] Procedure for: **Kwick Dialing S**

Kwick Dialing allows you to store five selected telephone numbers for quicker and easier dialing. Each number can be a complete or partial telephone number, or an extension number. Numbers on the list are programmable by you. Use this feature as a time saver. To program or reprogram a personal list item:

1. Pick up the handset.
2. Dial the **TURN ON Kwick** Write code **01KW#** (dialtone) **1** (dialtone)
3. Dial the desired list item number (1 to 5) (dialtone)
4. Dial the extension number or the complete off-campus digit sequence you want to store.
 - You can store up to 24 digits.

Note: For calls requiring pauses in dialing, contact the campus operator for assistance.
5. Press [#] (confirmation tone)
 - Be sure to record the personal list item for future reference.
6. Hang up to end programming.

To place a call using Kwick Dialing ...

1. Dial the **ON Kwick** dialing code: **★K** (dialtone)
2. Dial the desired list item number (1 to 5).
 - The stored number is automatically dialed.

[M] Procedure for: **Conference**

Conference allows you to add parties to a call, so that you can conduct a 3-way conversation. (If you wish to conference 4-6 parties, call the campus operator for assistance.) Use this feature to set up time-saving conferences, or to spontaneously include a party important to a discussion. See also: Transfer [G].

To add a third party to a call

1. Press **[Flash]** (recall dialtone)
 - The present call is put on hold.
2. Dial the third party's number.

Note: You can privately discuss the call with the third party at this time. If you don't receive an answer or the number is busy, press [Flash] twice to return to the call on hold.
3. Press **[Flash]**.
 - All three parties are connected.

To drop the third party

1. Press **[Flash]**.
 - You remain connected to the original party.

[N] Procedure for: **ON Voice**

The ON Voice feature transfers a call to the CMC mailbox of the person originally dialed. For a dorm phone use this feature if you answer the phone in your room and the call is for your roommate. An office user who

for dialing frequently called, lengthy, or emergency numbers. See also: Redial [Q].

answers calls for other users can use this feature to send a call to the CMC mailbox of the called party.

To put a call ON Voice mail

1. Press **[Flash]** (recall dialtone)
2. Dial the **ON Voice** code **★V**
3. Hang up.

[O] Procedure for: **TRANSFER COVER**

Transfer Cover is used to direct a call to any mail box (without regard to the originally dialed number or cover path programming).

To use transfer cover:

1. Tell the calling party you will connect them to leave a message in voice mail
2. Press **[Flash]** (recall dialtone)
3. Dial the transfer cover code **TC#**, ringing, hear announcement with instructions
4. Dial the 5-digit telephone number for the mail box followed by a "#" sign, hang up.

Note: When you hear the beginning of the announcement with instructions, you may immediately start to dial the 5-digit telephone number and "#" sign. When you hang up, the calling party is connected to the mail box of the number you dialed.

As an option, instead of hanging up, you may **[Flash]** after you hear the *Campus Message Center* give a tone to begin speaking. This will put you in a 3-way conference between the calling party and the mailbox of the number you have dialed. You may then ask the calling party for the various pieces of information. When the message is completed, hang up. To the calling party, this will appear as if you are taking a hand written message, but the called party will later hear the message of you and the calling party speaking.

[P] **CAMPUS MESSAGE CENTER (CMC)**

A complete CMC/AUDIX document and training tape is available. Contact the Solutions Desk by dialing TT# for more information on how to obtain the addition training materials.

The electronic campus message center will accept and provide users, 24 hours per day, with messages from callers. The message will be recorded in the caller's voice. You may access your messages 24 hours per day. Office telephones have a stutter dialtone when a new message is pending. Dorm phone users should dial

the CMC from any phone and enter their mailbox number and password to find out if they have a message pending. Any user from a campus phone may dial **VM#** (Voice Mail) to access the CMC (you may also dial **2-MAIL** (2-6245)). Any user can dial **337-482-MAIL** (337-482-6245) from any off-campus telephone to access the CMC. This system is also known by the names AUDIX and INTUITY.

Most activities are fully menu driven. A short review of the capabilities and commands are given here.

[P1] Procedure for: **CMC CALL ANSWER**

When your telephone is not answered, coverage may send the call to the CMC (all dorm room telephones are automatically set for coverage by the CMC). When the CMC answers the call a system greeting is given to the caller (unless overridden by a personal greeting). The simple way to leave a message is to speak after the tone and hang up when your message is complete.

The caller may also, after leaving a message, review it, and re-record it. If your mailbox is full the caller will be notified. See the control flowchart on the following pages.

[P2] Procedure for: **CMC MESSAGE RETRIEVAL**

When you call CMC to retrieve any pending messages you are prompted for your mailbox number (enter the 5 digit extension number) and a password. Messages marked as urgent are presented first. Many features allow easy processing of your incoming messages. You may scan messages and/or their headers, forward messages, hold messages and reply to a message. You can perform all actions by following the voice menu that AUDIX provides. See the control flowchart on the following pages.

[P3] Procedure for: **CMC FIRST USE**

From a campus telephone dial **VM#**. When prompted, enter your 5 digit extension number followed by a **#**. When prompted, enter your 4 digit initial password. You are now connected to the CMC (also called Audix).

The system will ask you to record your name. Just follow the instructions that Annie Audix will give you. Press 1, say your first and last names, and press 1 again. Then touch **#** if your recording sounds OK. Administrative offices can customize the entire greeting.

Next the system will ask you to enter a password, here are some good rules ...

Do NOT select 1) sequential digits (34567), 2) all the same digit (55555), 3) digits or letters that are associated with your (room number, extension number, home phone number, social security number, department number, or John=5646), 4) the current year (1995), 5) reverse of any of the above.

The storage system requires limits for 1) total storage per user, 2) retention duration for any message, 3) total storage for all campus users. You can help yourself by keeping your message area clean and deleting unnecessary messages and greetings. Your cooperation will allow these numbers to be set as high as possible.

DO select 1) things are easy for you to remember, but hard for others to guess, 2) a long distance phone number of some relative, 3) use the letters to spell out 2 short words, 4) the first letter of words that make up a poem or song lyric, 4) month, date and year for some special event (past or future)

You will be told the minimum length of the password, then enter your new password followed by a **#**. You will be asked to enter the new password again (just to make sure), follow it by a **#**. *Remember this password, if you forget your password you will not be able to access your messages. You will be required to appear in person with picture ID to regain access to your messages (required for system security).*

[Q] Procedure for: **Last Number Dialed (Redial)**

Last Number Dialed (Redial) automatically redials the last number you dialed, either an extension or an outside number. This number can be up to 24 digits and is the last number you dialed manually or with a Kwick Dialing code. Use this feature to save time in redialing a busy or unanswered number. See also: Kwick dial [L].

To automatically redial the last number you dialed

1. Dial the Last Number Dialed code **#0**.
- Your telephone will redial up to 24 digits.
-

[R] Procedure for: **Called S**

With the Called feature, you can leave a short preprogrammed message for a person at another extension within OUITEL. The called party will be able to dial the Campus Message Center to retrieve a message which gives your phone's name and extension number, the date and time you called, and the number of times you called. Use this feature any time you wish to have someone return your call; it will help cut down on repeated call attempts. See also: Ringback [E].

To leave a Called message after dialing an extension when: 1. your call is not answered, 2. you hear a coverage or busy tone, or 3. you have been put on hold

1. Press **[Flash]** (recall dialtone)
 2. Dial the **ON Called** code **★C** (confirmation tone)
 3. Hang up.
Note: If you hear a reorder tone in step 2, your message has not been stored; try again.
-

To leave a message without ringing the extension

1. Dial the **ON Called** code **★C** (dialtone)
2. Dial the extension (confirmation tone)
3. Hang up.

To cancel a Called message

Not Available - Reserved for Future Use.

To place an urgent call (3-burst ring)

1. Dial the **ON Hurry** code **★H** (dialtone)
2. Dial the extension.

[T] Procedure for: **Park Call ON 1 Key**

Park call ON 1 Key allows you to put a call on hold and then retrieve it from another telephone in the system. Use this feature when you want to put a call on hold, move to another location to obtain information, and then complete the call at the second location.

Note: Parked calls come back to you if they are not taken OFF the 1 key within 2 minutes. See also: Transfer [G], Hold [F].

To park a call ON the 1 Key of your extension (for later retrieval at any campus telephone)

1. Press **[Flash]**. (recall dialtone)
2. Dial the Park Call **ON 1 Key** code **★1** (confirmation tone)
 - The call is parked on your extension.Note: If you receive intercept tone, another call is already parked on the 1 key.
3. Hang up.

To retrieve a call OFF the 1 Key at any campus telephone

1. Dial the Unpark Call **OFF 1 Key** code **#1** (dialtone)
2. Dial the extension where the call is parked. (confirmation tone)
 - If you are returning to a call parked at your phone, dial your own extension.
 - You are connected to the parked call.Note: If you receive an intercept tone, the parked call has been disconnected or retrieved by someone else.

[U] Procedure for: **Forward All Calls §**

Forwarding All Calls lets you temporarily send all of your incoming calls to a location of your choice, so the calls can be answered. You can forward calls to an on-campus extension number. Use this feature when you will be temporarily at another location and you wish to receive your calls at that remote location. When calls are forwarded, the called telephone will ring, the forwarded telephone will ring and any coverpath for the called telephone will be followed. See also: No-calls [K].

[S] Procedure for: **Hurry Calling §**

Hurry Calling allows some administrative offices to call another extension within the system with a distinctive 3-burst ring to indicate that your call requires immediate attention. Use this feature when you have important or timely information for someone. A Hurry Call overrides a No Calls setting.

To temporarily reroute all calls to an extension of your choice

1. Dial the **ON Forward** code **★F** (dialtone)
2. Dial the extension where calls will be sent. (confirmation tone)
3. Hang up.
Note: If you are still at your telephone, you may hear a short tone or ring as each call is forwarded. Some phones have restrictions on where calls can be forwarded.

To cancel the Forwarding of all calls

1. Dial the **OFF Forward** code **#F** (confirmation tone)
 - Your calls will ring at your own telephone again.

[V] Procedure for: **WakeUp**

WakeUp allows you to request a wakeup or reminder call. You will hear an announcement when called by the system. You can place a request from your extension from 5 minutes to 23 hours and 55 minutes in advance of the call. When your wakeup or reminder time arrives, your telephone will alert you with a 3-burst ring.

To set, change or delete a WakeUp (or reminder) call request

1. Dial the **TURN ON WakeUp** code **01WU**
2. Follow the instructions you hear.
3. Using your dial pad buttons, dial in the time you wish to be called, followed by [#].
 - Minutes must be multiples of 5. Example, for 7:03 AM enter 0705#.
4. The alarm does not repeat, must be set for each use.

Note: Due to system limits, this feature can fail. Failure of this feature is not sufficient for an excused absence from class (or anything else). Do not use it as your only alarm clock.

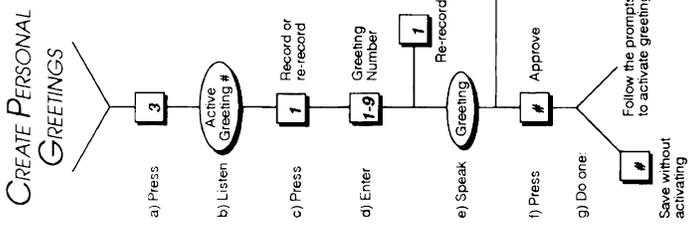
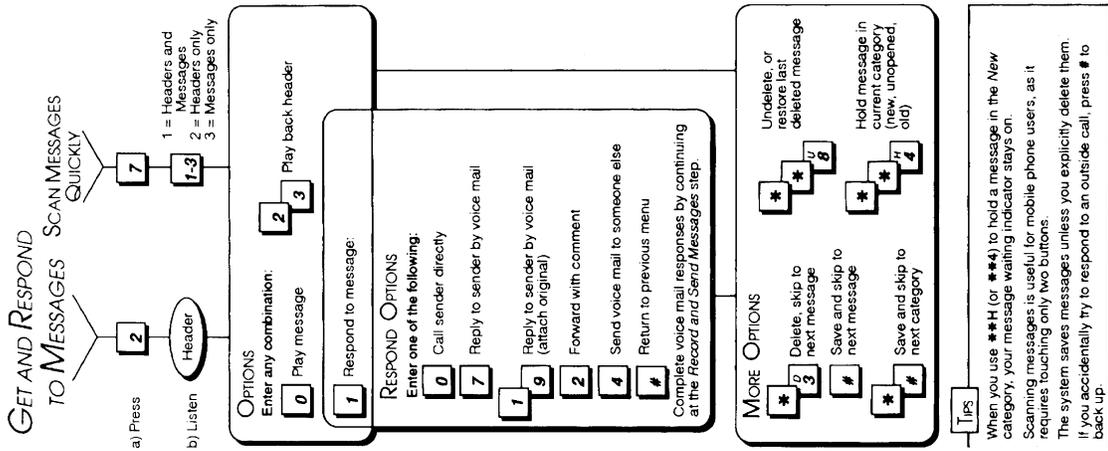
[W] Procedure for: **Web Page Access**

You can find all of this information on-line *and* tutorials. The tutorials are about how to use the telephone system and providing good service to your callers. Visit the Information Networks Web Page at

<http://info.louisiana.edu/>

Click on OUITEL, then FEATURES or TRAINING MATERIAL. You can then select any calling feature and

receive the description of how to use it. Each section also includes hyper-links to related features. We encourage you to explore the Information Networks web area for all types of telephone and data network information.



TIPS
The system greeting is always greeting 0.
You may be able to record as many as 9 personal greetings.
The system doesn't care what single-digit number you assign to each greeting.
Keep track of your greetings by scanning them.

