

DMC TELEPHONE SYSTEM FEATURE INSTRUCTIONS

DMC has an Avaya Definity G3r PBX, which controls all campus telephones.

Telephone Repairs Call the help desk at extension 4357; 24 hours a day, 7 days a week. When calling in a repair, indicate the telephone extension, the room number, and a contact person as well as a general description of the problem. Repair requests received before 3:00 PM are usually processed the same business day unless an emergency situation prevails.

Most of the following feature access instructions apply to analog telephones and digital telephones. **Digital telephone instruments have pre-programmed some of these features on specific buttons on their telephone sets that make the processing of calls easier and faster.** Digital telephone sets have pre-designated call transfer, call hold, and call drop buttons, and a message waiting lamp on the instruments that simplify feature access. Please call the Office of Telecommunications at Ext. 2433 for additional assistance, or for a cost estimate to upgrade to digital instruments e-mail to helpdesk@downstate.edu. Digital instruments are advised and recommended for any location that processes a heavy volume of calls. If you already have a digital phone but do not have the instructions, click [here](#). Select the users guide appropriate for your phone.

Call Forwarding: To forward all your calls to another DMC extension:

Call Forward -- All Calls: **Dial #7 + the four digit extension number.**

To Cancel Call Forwarding: **Dial *7 on the telephone that has been programmed to be forwarded.**

Note: Call Forward -- All Calls will not permit the extension to which your calls are forwarded to transfer call back to the primary extension (such as a secretary in order to screen all calls). To have your calls screened (where you want someone to have the ability to transfer calls back to your extension), use the "Call Coverage Path" instructions below.

Call Coverage Path: the Office of Telecommunications must program this feature. A Call Coverage Path will allow you to designate where you wish your incoming calls to be automatically transferred to (and the # of rings desired) under a busy or no answer condition. If a supervisor wishes to have all incoming calls screened by a receptionist, the supervisor would designate the receptionist's extension as the first option in the path. The supervisor can also designate additional "paths" (up to a total of 6) so that if the receptionist's line is busy, incoming calls would be forwarded to the next extension in the Coverage Path. When a caller dials an extension which has a Call Coverage Path, the caller will hear a "beep" tone signifying that the call is being forwarded to the next extension in that call coverage path. Voice mail (if you have it) is typically the last destination in the Coverage Path. Consult your Department's

telecommunications coordinator to send your Call Coverage Path order in writing to the Office of Telecommunications helpdesk@downstate.edu, by Downstate internal mail to Box #66, or by fax to Ext. 1530.

Call Pick Up:

To answer another ringing telephone in your area from an idle phone (works only if the phone extensions have been programmed in a call pick-up group). Listen for dial tone, **then dial *83 and begin talking immediately**. Write to the Office of Telecommunications at helpdesk@downstate.edu, Box #66, or by fax to Ext. 1530. to establish a call pick-up group.

Call Transfer:

To transfer a call to another party:

Depress Switch hook, listen for dial tone, and then dial third party. When third party answers, announce call to the party, then hang up. The call is transferred. Staying on the line during a call transfer provides better customer service. The most common cause for “disconnected” calls in transfer is the failure to stay on and announce the caller to the third party (confirming that the transfer went through properly).

Automatic Dialer/Speed Dialing: Every touch-tone telephone line has the capability of storing & dialing up to 10 frequently dialed numbers. Speed dialing is programmed by location starting with zero (0), 1, 2... up to 9 and is programmed as follows:

- Step 1-**dial 66, wait for dial tone, dial 1 + 0 (for stored location #0) followed by the telephone number.** If programming an off campus number, remember to add 9+1 +area code, where applicable, and the seven digit telephone number. End with the pound sign (#).
- Step 2- to program additional speed dial numbers, **Dial 66, wait for dial tone, Dial 1 + 1 (for stored location #1), followed by the telephone number. End with the pound sign (#).**

To program additional #s, repeat step 1 replacing previous stored location number with the next number 2,3,4, etc... up to 9.

Maximum speed dialing number capacity is 10 numbers (0 thru 9).

To Activate (Use speed dialing) the stored numbers, **Dial*6+0, or *6+1, etc ... (up to 61+9).**

Conference Calling Using a Digital Telephone

A Digital telephone set can conference up to 6 parties (including the extension making the call). To add another party to a call:

- Step 1 - **Press Conference Button (dial tone)**. Present call is put on hold, and you are given a new call appearance, all other parties remain connected to each other.
- Step 2 - **Dial number of new party and wait for answer**. Note: You can have a private discussion with the new party at this time before adding them to the conference call. If new party is a no answer or busy, press green fluttering lamp to return to the held conference call party (ies).
- Step 3 - **Press Conference B u t t o n A g a i n**. All parties are now connected.
- Repeat Steps 1-3 for additional conference connections.

Conference Calling Using an Analog Telephone

An Analog telephone set can conference 3 parties (including the extension making the call).

- Step 1 -**Dial the extension or outside number you wish to speak to, wait for an answer.**
- Step 2 -**Press switch hook, get another dial tone.**
- Step 3 -**Dial number of new party that you wish to conference. Press switch hook again.** All three parties will be connected.

Voice Mail: Certain DMC personnel are eligible to receive the Voice Mail feature that is a sophisticated telephone answering and message retrieval system. Voice Mail can be used on both analog and digital telephone instruments. See page A-9 Voice Messaging System.

Authorization Codes: Certain DMC personnel are eligible to receive authorization codes that permit the code holder to use any internal restricted DMC telephone line to make outside or long distance calls. Any location experiencing call fraud is urged to implement authorization codes. When authorization codes are used, the call is charged to the code holder's primary telephone and departmental telephone recharge account. Authorization codes can be used on both analog and digital telephone instruments. Please call or e-mail the Office of Telecommunications at EXT. 2433 or helpdesk@downstate.edu for more specific information concerning the eligibility and use of authorization codes.