

# USA PHONE SYSTEM: TELEPHONE TIPS

Updated 2/22/2017 – To check for any available updates go to <https://www.southalabama.edu/departments/csc/telecom.html>

**For all in-system faxing or calling please use the following 5-digit dialing codes:**

SHAC 2-xxxx, CW Hospital 3-xxxx, Strada 4-xxxx, Main Campus/UCOM 6-xxxx, Med Center 7-xxxx, MCI 8-xxxx

**If you have any questions about the features of your new phone call Telecommunications at 6-7114.**

**If you need programming changes made you can put in a ticket with USAHELP ([usahelp.southalabama.edu](mailto:usahelp@southalabama.edu))**

**If you accidentally dial 511 or 911 do not hang up. Explain to the operator it was an accident.**

## Using the soft-buttons on the OpenStage 40 phones:

For many users swiping the buttons from side-to-side works better than pressing the buttons.

**Transfer** is the default option for all received calls. To transfer a received call press the **OK button** and then dial the number you want to transfer the call to, and then hang up. To bring a call back to your phone after you transfer a call but before it is answered press the blinking **Connect button**. If voicemail answers you can use the **Call Release button** to bring the call back. If you are transferring from the new system to the old system you will need to wait until the call is answered to hang up. If you hang up before the call is transferred it will return to your phone.

The **Consult** menu option can be used to dial a third party during a call. Use the **Toggle menu option** or **Connect Button** to switch back and forth between the two parties. If the third party hangs up you will be connected back to the first party. You can also select the **Call Release button** to disconnect the third party and go back to the first party. Select **Conference** menu option if you want to have several parties on the same call.

All phones are set up for **Auto-Hold**. To switch between calls on a multi-line phone just press/swipe the flashing button for the next call. You do not need to put the caller on hold. If you press a line key while you are on that line it will put the caller on hold.

If your **voicemail light** is lit and you do not have messages or a mailbox you probably have a **callback**. Press the **Voicemail Button** and you will see who left the callback. Press the down arrow until delete is highlighted and then press the **OK Button** to delete the callback.

You do not need to lift the handset to dial. Just start dialing and the phone will automatically enter speakerphone mode on the bottom line.

If you have an internal extension the outbound Caller ID information for that number needs to be either the main department number or your external extension. *This applies to every phone except call centers or operators.* You can suppress Caller ID on individual calls by dialing \*67 before the number.

To **forward** a phone to a different number: Get dial tone on the line you want to forward. Dial #91 then the number then #. *Don't forget to add a "9" to forward to a cell phone or any other outside phone.* To cancel forwarding get dial tone on the forwarded line and dial ##91 then hang up, or get dial tone on the forwarded line and press the **Call Forward** button.

To **forward all calls directly to voicemail**: Dial #91 then your voicemail systems dial in number and then #. Main Campus 6-1380. MCI 8-8360. C&W 3-1500. MC 7-7560. Strada 4-4800. To cancel forwarding get dial tone on the forwarded line and dial ##91 then hang up or get dial tone on the forwarded line and press the **Call Forward** button.

**Call Forward Button:** We can activate your **Call Forward Button** and program it to forward calls directly to voicemail or any other number such as a night answering service. You can put in a ticket through USAHELP ([usahelp.southalabama.edu](mailto:usahelp@southalabama.edu)) for any phone changes.

**Changing ringtones:** Press the + button, scroll down to ringer pitch and press ok. Use the + and – keys to change the ringtone. Press ok to save.

**Changing the ringer volume:** Press the + button and press ok. Use the + and – keys to change the volume. Press ok to save. To change the volume on a rollover line press + and scroll to rollover volume. Use the + and – keys to change the ring volume. Press ok to save. You can **disable the ringer** on a OpenStage 40 phone by holding down the \* key. Hold the \* key down again to enable the ringer.

**Do not Disturb:** Activate with #5 and remove with ##5. Main Campus and UCOM only.

