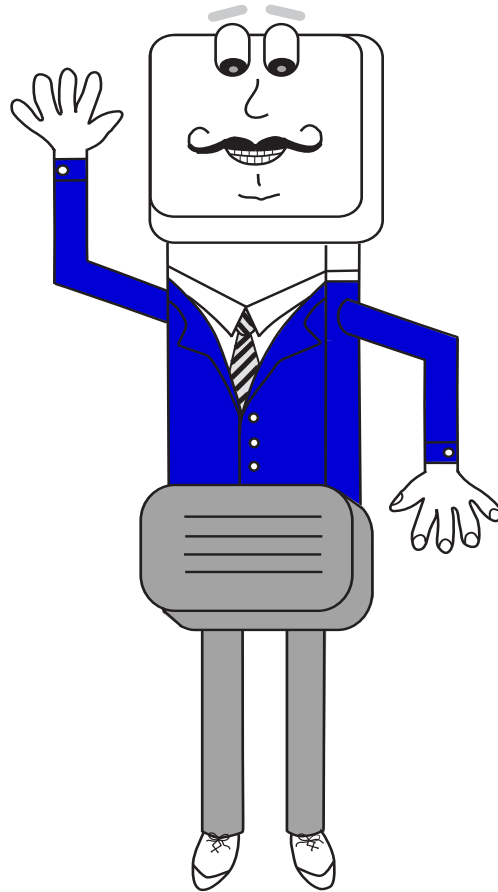
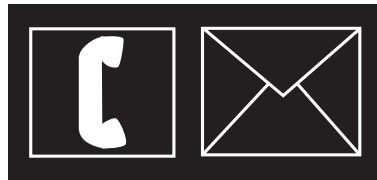


Telephone User Guide

Standard Set



**TELEPHONE AND
POSTAL SERVICES**



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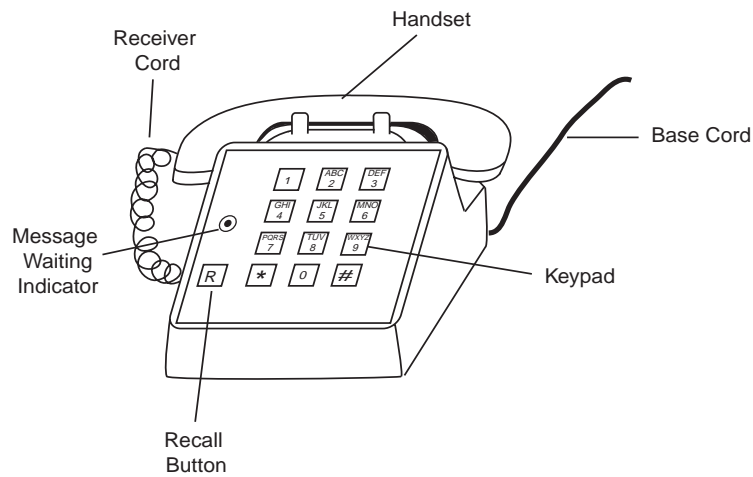
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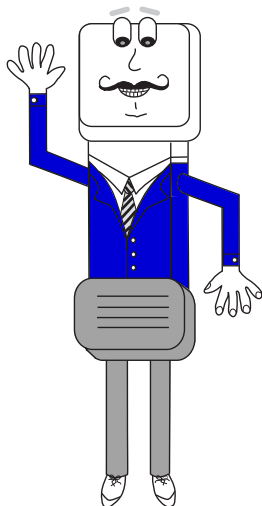
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Hello, my name is Hank the Handset. I will be your personal guide for the Telephone System at Ball State University. I am the piece of equipment that you hear from and speak into while using the telephone.

The telephone I will be discussing in this user guide is an 8434DX from Lucent (AT&T). This is a multi-line (digital) set. The 8434DX has a number of buttons and features. Through this guide you will become familiar with all the features of the 8434DX.

This guide should be kept close to your telephone for quick reference. Additional copies may be obtained from Telephone Services.

Telephone & Postal Services
321 N. College Ave.
Phone: 5-8417

Automatic Call Back (ACB) - when receiving a busy signal from an on-campus extension, activating this feature will call you back automatically when the busy extension is available.

To activate ACB -

- ↳ When you hear a busy tone, press the R button then *5.
- ↳ Wait for confirmation tone.
- ↳ Hang up.

To cancel ACB -

- ↳ Get dial tone and press #5.
- ↳ Wait for confirmation tone.
- ↳ Hang up.

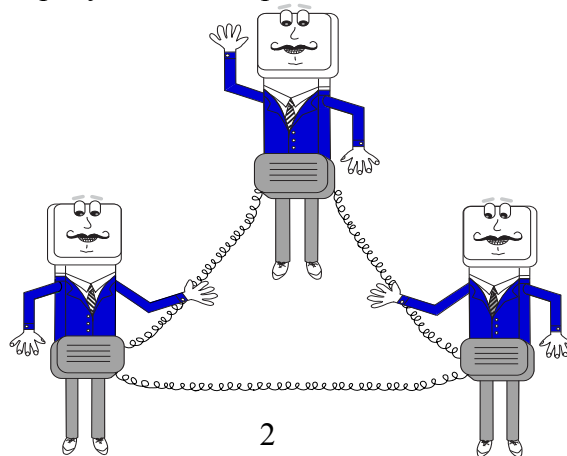
Conference - extends a two-party call to three parties.

- ☎ While connected to the original caller, press the R button.
- ☎ Wait for dial tone.
- ☎ Dial the next party's number, either on-campus or off.
- ☎ Press the R button again to complete the conference call.
- ☎ Continue with the same steps until all parties are connected.

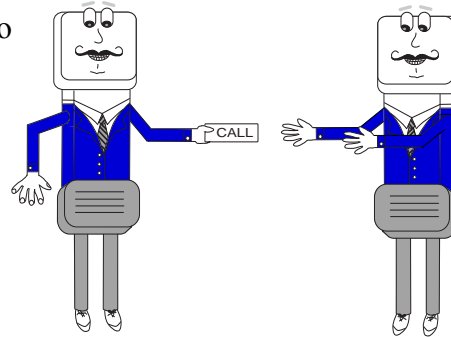
Note - If the party is busy, you may press R to connect the busy tone, press R again and you can tell the original caller that the line was busy.

Note - You can also begin the conference process again if the original caller wants another on-campus extension.

Note - The conference call can go on without you as long as one other party is an on-campus extension.



Transfer - allows you to send a call to another on-campus extension.



- ① While connected to the original caller, press the R button.
- ① Wait for dial tone.
- ① Dial the other on-campus extension and announce the call.
- ① Hang up to complete the transfer.

Note - If the on-campus extension is busy, press the R button and you are reconnected to the original caller as well as the busy tone. Press the R button again and you drop the busy tone, but remain connected to the original caller.

Note - You can also begin the transfer process again if the original caller wants another on-campus extension.

Hold - places a call in an inactive state while you check records or make another call.

- ◆ While on a call, press the R button, then *9. The call is placed in an inactive state.
- ◆ To retrieve the call from the inactive state, press the R button, then *9 again.

Call Pick Up (CPU) - allows on-campus extensions to pick up any ringing line in your group. Groups must be programmed by Telephone Services.

To activate CPU -

- ◆ Get dial tone and press *7.
- ◆ Answer the call.

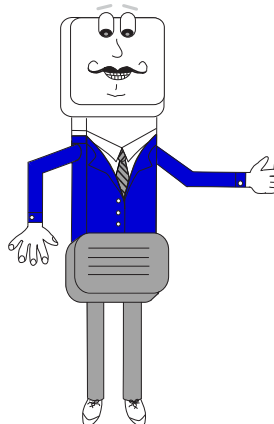
Call Forward Follow Me (CFFM) - temporarily sends calls to another on-campus extension.

To activate CFFM -

- ↳ Get dial tone and press *2.
- ↳ Dial the on-campus extension.
- ↳ Hang up.

To cancel CFFM -

- ↳ Get dial tone and press #2.



Call Forward Busy Don't Answer (CFBDA) - sends your calls to another on-campus extension when your line is busy or unanswered after three rings.

To activate CFBDA -

- ↳ Get dial tone and press *3.
- ↳ Dial the on-campus extension.
- ↳ Hang up.

To cancel CFBDA -

- ↳ Get dial tone and press #2.

Send All Calls (SAC) - temporarily sends your calls to voice mail. Calls that normally forward when busy or after three rings automatically will forward immediately with this feature.

To activate SAC -

- ↳ Get dial tone and press *1.
- ↳ Hang up.

To cancel SAC -

- ↳ Get dial tone and press #1.

Message Waiting Indicator - shows you when you have a voice mail message.

If the voice mail messages can not be retrieved, please call Telephone Services.

Handset Tones

Busy - A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.

Confirmation tone - Three short bursts of tone; indicates the feature activation or cancellation has been accepted.

Dial tone - A continuous tone; indicates dialing can begin.

Intercept tone - An alternating high and low tone; indicates a dialing error or denial of the service requested.

Recall dial tone - Three short bursts of tone followed by steady dial tone; indicates the feature request has been accepted and dialing can begin.

Reorder tone - A fast busy tone repeated 120 times a minute; indicates all outgoing lines are busy.

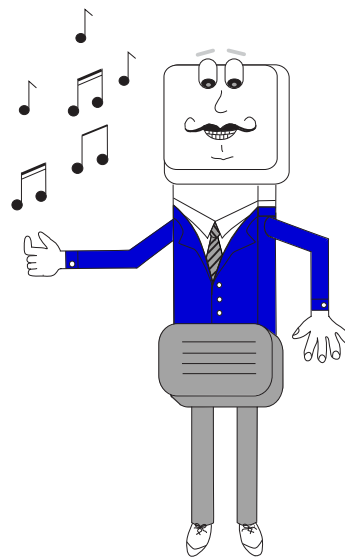
Ringback (audible alerting) tone - A low-pitched tone repeated 15 times a minute; indicates the number you dialed is being rung.

Ringling Tones

One ring - a call from another on-campus extension.

Two rings - a call from off-campus or attendant.

Three rings - an Automatic Call Back call you placed.



Feature Access Codes

- *1 Activate Send All Calls**
- #1 Cancel Send All Calls**
- *2 Activate Call Forward - Follow Me**
- *3 Activate Call Forward - Busy/Don't Answer**
- #2 Cancel All Call Forwarding**
- *5 Activate Automatic Callback**
- #5 Cancel Automatic Callback**
- *7 Activate Call Pickup**
- *9 Activate hold**
- R Recall or Switch Hook**