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## PLEASE NOTE

The information contained in this Directory may be used only for legitimate University business purposes.

Published by Information Technology Services, Network Services

This document is available in .pdf format at http://www.sfu.ca/phonebook/.
UNIVERSITY ADDRESSES

WEB SITE

http://www.sfu.ca/

BURNABY MOUNTAIN CAMPUS

Simon Fraser University, Burnaby
8888 University Drive
Burnaby, BC   V5A 1S6

GREAT NORTHERN WAY CAMPUS

Simon Fraser University
Great Northern Way Campus
555 Great Northern Way
Vancouver, BC   V5T 1E2

SURREY CAMPUS

Simon Fraser University, Surrey
Central City
250 – 13450 102nd Avenue
Surrey, BC   V3T 0A3

VANCOUVER CAMPUS

Simon Fraser University at Harbour Centre
515 West Hastings Street
Vancouver, BC   V6B 5K3

Morris J. Wosk Centre for Dialogue
Simon Fraser University at Harbour Centre
580 West Hastings Street
Vancouver, BC   V6B 5K3

Segal Graduate School of Business
Simon Fraser University, Vancouver
500 Granville Street
Vancouver, BC

Woodward’s SCA
149 West Hasting Street
Vancouver, BC   V6B 1H4

Alexander Centre - Bartlett Gallery
330 – 611 Alexander Street
Vancouver, BC

Mail destined for all campuses should be addressed as follows:

Name
Title
Department
Simon Fraser University, (Campus)
Street Address
City, BC   Postal Code

Letterhead/envelopes/business cards must include the street address.
EMERGENCY PHONE LOCATIONS

BURNABY MOUNTAIN CAMPUS

• Code Blue Phones (Exterior)
  Code Blue telephones are eight-foot round stanchions complete with a speakerphone. Once the button on the speakerphone is depressed, the telephone will autodial Security and activate the blue strobe light on top of the stanchion. The location of Code Blue phones are easily recognized by the blue lamp in the stanchion.

  1. East Academic Annex – West Walkway
  2. Residence Parking Lot 600
  3. Residence Parking Lot 700
  4. Residence Parking Lot 800
  5. Louis Riel House – East Courtyard
  6. Strand Hall – East Walkway
  7. Applied Sciences Building – East Walkway
  8. Parking Lot “C” – Motorcycle Parking
  9. Transportation Centre – North Stairs
 10. Science Road – Maggie Benston Centre
 11. South Campus Road – Bus Stop
 12. South Campus Road – Parking Lot “B”
 13. Parking Lot “C” – northeast corner
 14. Madge Hogarth Residence – South Walkway
 15. Madge Hogarth Residence – Parking Lot
 16. University Drive West Bus Stop
 17. Robert C. Brown Hall – West Walkway
 18. Greenhouse Road
 19. East Science Road
 20. Terry Fox Field (Field #1) – North End
 21. Terry Fox Lane – West
 22. Multi-Tenant Facility (Upper Parking)
 23. Multi-Tenant Facility (Lower Parking)

• Code Blue Phones (Interior)

  24. Women’s Change Room (Swimming Pool)
  25. Chancellor Gymnasium 104
  26. Chancellor Gymnasium 130
  27. Weight Room
EMERGENCY PHONE LOCATIONS (continued)

BURNABY MOUNTAIN CAMPUS (continued)

• Safewalk/Security Phones

The Safewalk and Security telephones are dial less phones in strategic locations for people requiring assistance. By lifting the handset, the caller is automatically connected to Security.

28. Applied Sciences Building – east exit to Parking Lot “B”
29. Visitors Parking Lot “B” – West Kiosk
30. Visitors Parking Lot “B” – East Kiosk
31. AQ North Concourse – east exit to Parking Lot “C”
32. AQ 5th Floor East
33. AQ 5th Floor West
34. AQ 6th Floor East
35. AQ 6th Floor West
36. Library – Main Lobby
37. Maggie Benston Centre – Room 0202
38. McTaggart-Cowan Hall – Main Lobby
39. Robert C. Brown Hall East Ramp/ Corridor
40. Robert C. Brown Hall East Ramp/ Corridor
41. Robert C. Brown Hall East Ramp/ Corridor
42. Robert C. Brown Hall East Ramp/ Corridor

• Payphones

Although the University has an abundance of payphones distributed around the Burnaby Mountain campus, nine (9) key locations are equipped with a special RED autodial key. When the RED autodial key is depressed, the payphone will automatically dial Security without a coin.

43. Chemistry – near room SSC C7039
44. AQ 3000 Southwest Corner of Concourse
45. Bulletin Board outside Library Entrance
46. Education Building – beside Mini Gym
47. Robert C. Brown Hall – Main Entrance to Images Theatre
48. Gym - East Gym Lobby
49. West Mall Complex – Main Lobby by Cafeteria
50. West Mall Complex – Walkway between Gym
51. Gaglardi Way & University Drive
EMERGENCY PHONE LOCATIONS (continued)

VANCOUVER CAMPUS – HARBOUR CENTRE

- **Security Phones**
  
  All classrooms have house-phones to reach Security, Learning & Instructional Development Centre and Meeting & Event Services. As well, there are house-phones located throughout the building:

  52. Main Floor – outside Room 1430 (corridor outside Room 1500)
  53. Main Floor – corridor between Rooms 1315 and 1325
  54. Upper Mall – inside the Mall Doors corridor between Operations and Health Services
  55. 2nd Floor – Corridor outside Room 2250
  56. 2nd Floor – 2600 corridor across from the David Lam Centre
  57. 7th Floor – corridor outside Room 7000

SURREY CAMPUS

- **Security Phones**
  
  Classrooms have house-phones to reach Security and/or ACS for audio-visual support. Simply press the labeled button on the phone to be connected.

- **Payphones**
  
  A payphone kiosk is located in a visible, central location on the Mezzanine level.

- **Safewalk Station/Phone**
  
  The Safewalk Station is at the front Security counter on the Mezzanine level. If the security officer is away from the counter, dial 27511 for service.
TELEPHONE SERVICES – GENERAL INFORMATION

The University is served by Mitel 3300 & SX 2000 Light telephone systems, with satellite switches in Strand Hall, Harbour Centre and SFU Surrey. This system is managed by Information Technology Services; Administrator, Network Services (local 23003), or phones@sfu.ca.

- **Trouble/Repair Calls** - report to the Telephone Trouble Line (local 24113) or e-mail phones@sfu.ca.

- **Name Changes** (for listing at the University Switchboard, as well as telephones with call display capability) - report to the Telephone Trouble Line (local 24113) or e-mail phones@sfu.ca.

- **Voice Mail Queries** - for assistance with Voice Mail, please call the Telephone Trouble Line (local 24113).

- **Campus Directory**:
  
  Sections entitled General Telephone Information, Departmental Listings and Alphabetical Listings are maintained by Network Services, ITS. All queries related to these sections should be directed to the Administrator, Network Services (local 23003) or phones@sfu.ca.

  These sections are available in their entirety at [http://www.sfu.ca/phonebook/](http://www.sfu.ca/phonebook/). Updates are done as part of the telephone move/add/change process; however, departments should review their listings periodically and send updates to phones@sfu.ca. The Alphabetical and Departmental Listings are posted to the above noted URL weekly and may be printed to update individual copies of the Campus Directory as the user desires.

- **Telus White and Yellow Pages**:

  All queries related to the printed Telus Directories (White and Yellow) listings should be directed to the Administrator, Network Services (local 23003) or phones@sfu.ca.

  Copies of the existing listings for Simon Fraser University are sent to the Departmental Assistant/Office Manager of each department for review annually, with revisions due shortly there after. Departments should also review alphabetical listings they have in the White or Yellow Pages.

  General office numbers are listed free of charge, but multiple listings of the same number and any additional numbers within the same department (including FAX’s), will be re-billed monthly for each number and continuing for the full fiscal year.

- **On-Line Phonebook**:

  In addition to .pdf format files located at [http://www.sfu.ca/phonebook/](http://www.sfu.ca/phonebook/), phone numbers are also available through the Campus e-mail directory through www.sfu.ca›Contact Us›Campus E-mail Directory. After you have logged in with your SFU Computing ID, you may search by criteria detailed.

  If Name information is incorrect (e.g., your name is listed as John Edward Jones, but you want to be known as Ted Jones), you should fill out a Personal Data Form indicating your Preferred Name, and send it to Human Resources.
• Telephone Billings:

Billing reports outlining telephone equipment rental and long distance charges are generated by Network Services, ITS each month and posted in FAST.

Departments are responsible for all calls made from their telephones. If you have any queries about charges which you feel are invalid (i.e., local calls, incomplete FAX transmissions under 60 seconds, etc.), send a copy of the Telephone Billing Report, with the queried calls clearly marked, to the Administrator, Network Services, ITS via campus mail, e-mail or FAX (28839).

There are several types of telephones in use at the Burnaby, Vancouver, and Surrey Campuses - the TELEDEX (single line), the SUPERSET 2 (single line used with headset), the TELEDEX SPEAKERPHONE (single-line speakerphone), the 3000IP (single-line VoIP, speakerphone) and the SUPERSET 4 or SUPERSET 4025 (multi-line speakerphone). Feature instructions for these types of telephones are outlined on the following pages.

Some phones on campus are restricted in terms of Class of Service (features to which you may or may not have access, such as Long Distance Calling). These restrictions were requested by your department, and only your Departmental Assistant or Office Manager can request that they be changed/removed.

General instructions regarding telephone use, and specific instructions for the Teledex, Superset 2, Teledex Speakerphone, 3000IP and Superset phones, are outlined on the following pages.
LOCAL CALLING INSTRUCTIONS

1. Lift the handset and LISTEN FOR DIAL TONE.

2. Between successive calls, the handset should be replaced for at least five (5) seconds to release the previous call.

3. TO ANSWER A CALL - When the telephone rings, answer promptly. One long ring typically indicates an internal (on-campus) call, while a double ring typically indicates an external (off-campus) call. Lift the receiver and announce yourself clearly to the calling party.

4. TO CALL AN OUTSIDE NUMBER, FIRST DIAL ‘9’. Listen for the outside dial tone, then dial the 10-digit number (AREA CODE MUST BE INCLUDED IN ALL LOCAL CALLS).

5. TO CALL ANOTHER LOCAL STATION ON CAMPUS, dial the 5-digit number listed in your Campus Directory. Ringing signal will be heard if the line is free. Busy signal will be heard if the line is in use, in which case you have the option of pressing the “call back” button on your phone. Once the person you’re calling hangs up, the system will ring you (triple ring) and ring your party again once you lift the receiver.

6. TO CALL YOUR SWITCHBOARD ATTENDANT, and for campus local information, dial ‘0’.

7. TO CALL THE DIRECTORY ASSISTANCE OPERATOR, dial ‘9’, then ‘411’. There will be a charge of $0.95 for numbers provided by the Directory Assistance Operator which are listed in the Telus White Pages.

DIRECT INWARD DIALING

When calling from outside the University, you may bypass the switchboard and dial direct to any department by typically adding the Area Code (778) and NNX (Network Numbering Exchange) (782) to the last 4-digits of the 5-digit local.

If you know the name of a person or department you’d like to reach directly, but not the number, you may call 778-78-ASKME (778-782-7563) for an auto-attendant; OR

Call the University Switchboard at 778-782-3111, which is open from 8:00 a.m. to 4:30 p.m. Monday through Friday (except holidays and University closures).
LONG DISTANCE CALLING INSTRUCTIONS

1. **TO CALL LONG DISTANCE DIRECTORY ASSISTANCE** if you do not know the number of the party you are calling:
   
   Dial 9 + 1 + Area Code + 555-1212

2. **TO PLACE A DIRECT DISTANCE DIALING (DDD) CALL**:
   
   Dial 9 + 1 + Area Code + Telephone Number

3. It is **not** possible to bill calls to a third party when going through the Telus Operator (i.e., to your own SFU local). Alternate options would be to ask your Departmental Assistant/Office Manager to obtain a Long Distance Calling Card for you (see #6); or use your personal Long Distance Calling Card (if you have one), and arrange to be reimbursed by the department.

4. If you experience difficulties placing a long-distance call (i.e., you reach the wrong number, the call will not go through, etc.), you should report it to **1-866-273-8145** (Business Care) or e-mail businesscare@primus.ca. This will put you in touch with Commercial Customer Service at PRIMUS Canada (SFU’s long distance carrier). They will ask you for SFU’s customer number which is **129167**.

5. **Verified Account Codes** - It is possible to make long distance calls on a toll-restricted local with a Verified Account Code. Once a Verified Account Code has been set up, it is necessary to enter an access string of 9 digits/characters EVERY TIME a long distance call is placed. This Verified Account Code should be kept confidential.

   Verified Account Codes can also be used to charge calls to an account code other than that to which the local is normally charged (i.e., to a research grant instead of the departmental operating account). It is also possible to use Verified Account Codes for FAX machines.

   Departments wishing to set up a Verified Account Code may do so by submitting a request, via e-mail to phones@sfu.ca. The set-up charge is $25 and there is no monthly rental charge.

6. **Long Distance Calling Cards** - If you wish to obtain a Long Distance Calling Card, your Departmental Assistant/Office Manager should submit a request, in writing to the Administrator, Network Services via Campus Mail, FAX (28839) or e-mail (phones@sfu.ca), providing the name of the user and the account to be charged. There is no charge for a Calling Card other than the long distance charges incurred.
CELLULAR PHONES

IT Services' telecommunications strategy encompasses mobile devices and plans (including voice and data). At some point this technology will converge with our current telecommunications infrastructure of desktop phones and voice-over-IP technologies and present interesting changes, choices, and overall improvement to telecommunications for the SFU community.

As an initial step forward and to meet an immediate requirement to lower the cost of mobile communications at SFU, we have negotiated an improved service contract with Rogers Communications.

This plan is also available for personal purchases by family members of SFU full-time staff and faculty. Please note that SFU does not take responsibility for personal purchases.

More details and ordering instructions are available through this link:

http://www.sfu.ca/itservices/technical/phones/rogers-mobile.html
TELEPHONE MOVES/ADDS/CHANGES

1. All requests for telephone moves/adds/changes must be submitted by the Departmental Assistant or Office Manager, in writing to Network Services, ITS via e-mail (phones@sfu.ca).

2. Allow at least 10 working days (from the time all of the necessary information is received in Network Services) for all moves/adds/changes (more time if a new set run [cabling] is required).

3. The following information is required for moving existing telephones:
   - Local
   - Name of user (first and last)
   - Type of Telephone
   - Current location
   - New location
   - Changes (i.e., add to pick-up group with local A; change Class of Restriction to Toll Restricted; install Voice Mail; etc.), include how this change may affect Departmental or Alphabetical Listings.
   
   If no changes are specified, the features (i.e., Toll Access, Voice Mail, etc.) remain as is.

4. The following information (**mandatory information) is required for installing new telephones:
   - **Name to be displayed (Name or Position)
   - Position and how to update Departmental/Alphabetical Telephone Listings if required
   - Additional directory listing (i.e. a person's name if a Position is 1st choice for call display)
   - **Location
   - **Type of telephone required
   - **Long distance allowed?
   - **Back-up answering (choose only one option):
     - Install Voice Mail (specify Class of Service)
       - Class A - caller may leave a voice message OR press '0' to reach an attendant (WHAT IS THE ATTENDANT'S LOCAL?)
       - Class B (unified) - caller may leave a message. Refer to page 30 for additional configuration options.
       - Class C - outgoing message only
     - Re-route to another local (what local?) if unanswered after 4 rings
     - Add line appearance (Immediate Ring, Delayed Ring or No Ring?) to Superset 4/Superset 4025 (what local?)
     - None
   - Add to pick-up group with other locals and, if so, what locals?
   - If set is a Superset 4/Superset 4025:
     - What locals should have a line appearance on this set?
     - Should the line appearance be Immediate Ring, Delayed Ring or No Ring?
   - **What account code should be charged?
   - **If ordering Bria CCS, review the Purchase Memorandum through this link: www.sfu.ca/itservices/technical/phones/bria_ccs/purchase_memorandum.html. The associated websurvey must be submitted before a work order will be initiated.
TELEPHONE MOVES/ADDS/CHANGES (continued)

5. A Work Order number for your request will be assigned and e-mailed to you (i.e. WO#9999). If you have any queries about when the telephone move/add/change will be done, or if you want to make changes to the original request, this Work Order number must be quoted. When you are billed for the Telephone Connection Charges or Rental Adjustments, this Work Order number will be referenced on your Departmental Report.

6. **Re-set Voice Mail Passcode** - When a new user takes over an existing voice mailbox, and you do not know the passcode of the previous user, the Departmental Assistant/Office Manager can request at 24113 or e-mail (phones@sfu.ca), that the passcode be re-set to the default only or default with tutorial (1-1-1-1-1-1). There is no charge for this.

   At the same time, you can request that the Voice Mail Tutorial be re-set, so that the new user can start “from scratch”. Voice Mail instructions are available on p. 27.

7. **Voice Trees** - Voice Trees can be set up for the following purposes:
   - Information - to provide commonly-requested information via the Voice Mail system rather than via a staff member (i.e., press 1 for Hours of Operation, press 2 for Weekly Specials, etc.)
   - Shared Voice Mail - to provide individual mailboxes for faculty/staff sharing a single local (i.e. press 1 to leave a message for John Smith, press 2 to leave a message for Mary Jones)

For further information, please contact the Administrator, Network Services (local 23003), Telephone Trouble Line (local 24113) or e-mail phones@sfu.ca.
## TELEPHONE CHARGES

1. Installation of new local (with or without set) (including programming) **on existing wiring**  
   $50.00

2. Installation of extension of existing local (with or without set) (including programming) **on existing wiring**  
   $50.00

3. Set-up for Bri CSS, soft phone local (transferable license included)  
   $50.00

4. Installation for a new voice/data connection is available through Network Services (local 27377)  
   **call for estimate**

5. Move of local and set (including software changes and testing)  
   $50.00

6. Software programming changes to existing locals  
   $25.00

7. Upgrade Teledex/Wall/IP to Teledex/IP Speakerphone  
   $50.00

8. Upgrade Teledex/Wall/IP to Superset 4025/IP  
   $50.00

9. Downgrade Superset 4/Superset 4025/IP to Teledex/IP Speakerphone  
   $50.00

10. Downgrade Superset 4/Superset 4025/IP to Teledex/Wall/IP  
    $50.00

11. Remove existing local to become non-working number  
    **no charge**

12. Replacement cost for damaged or stolen Teledex/Wall set  
    $100.00

13. Replacement cost for damaged or stolen Teledex Speakerphone  
    $120.00

14. Replacement cost for damaged or stolen Superset 4/Superset 4025 set  
    $500.00

15. Replacement cost for damaged or stolen Telematrix 3000/IP set  
    $200.00

16. Replacement cost for damaged or stolen IP Call display set  
    $500.00

17. Monthly rental for single line Teledex/Wall/IP  
    $29.00

18. Monthly rental for extension Teledex/Wall  
    $2.75

19. Monthly rental for Teledex Speakerphone  
    $31.00

20. Monthly rental for multi line Superset 4/Superset 4025/IP  
    $58.00

21. Monthly rental for Bria CSS (including unified voice mail)  
    $25.00

22. Monthly rental for Unified Voice Mail  
    $2.00

23. Change Voice Mail to Class B Unified  
    $25.00
FEATURE INSTRUCTIONS – SUPERSET 4

1. The Superset 4 can accommodate 15 lines, and there is a line select key (beige button) for each line. The number assigned to the lowest of the line select keys, just above and to the left of the red HOLD button, is your own local.

2. The Superset 4 has a Liquid Crystal Display in the centre of the phone which is called a Feature Display. The upper portion displays instructions and messages, and prompts appear in the lower portion. There are also six Feature Keys or “softkeys” located directly below the Feature Display.

3. The Feature Display changes, as do the prompts, according to what feature you are allowed to use at that particular time. THEREFORE, IT IS VERY IMPORTANT ALWAYS TO READ THE DISPLAY.

4. MESSAGE – This button is used to display text messages sent from another Superset. IT HAS NOTHING TO DO WITH YOUR VOICE MAIL MESSAGES. To clear “MSG WAITING” in display:
   i. Handset on hook
   ii. Press MSG key – 4th key below display
   iii. Press READ key – 5th key below display
   iv. Press back arrow symbol twice – 5th key below display
   v. Press CANCEL – 5th key below display
   vi. Press EXIT – 1st key below display

5. TO ANSWER A CALL, you may lift the handset OR press the SPEAKER ON/OFF button to use the speakerphone. The flashing symbol shows which line is ringing. Press the beige button beside the flashing symbol, and you will be connected to the call.

6. HOLD - To put a call on hold, press the red HOLD button (the caller will hear music). A different flashing symbol will appear. You can now answer another call and if necessary, put that call on hold as well. It is possible to have several lines on hold at the same time.

7. OFF HOLD - To release a call from hold, press the beige button beside the flashing symbol and you will be reconnected to the call.

8. CALL PICK-UP - To answer a ringing phone which is in your call group, lift the handset and press the PICKUP button. You are now connected to the incoming call.

9. CALL BACK - When you reach a busy signal when dialing a CAMPUS LOCAL ONLY, press the CALLBACK button, then hang up. When the other telephone is available to take the call, your phone will ring with a triple ring and your display will indicate who is being called back. When you answer, you will hear the other phone ringing.

10. CANCEL CALL BACK - To cancel a Call Back, first press the “#” button. Dial “1”, and then dial the local you had programmed to call back. Then hang up.

11. TRANSFER - To transfer a call to another local, first press the TRANS/CONF button. This places the caller on hold. Then dial the other local, announce the call, and hang up. If the line is busy or not answering, press the CANCEL button, and you will be reconnected to the caller.
FEATURE INSTRUCTIONS – SUPERSET 4 (continued)

12. **CALL FORWARD** - There are two steps to using your Call Forward feature:

   **#1** First, you must **program** Call Forward:

   Press **PROGRAM**
   Press **CALL FWD** (The **type** of Call Forwarding will display:
   Always No Answer-Internal
   Busy-Internal No Answer-External
   Busy-External
   Press **YES** (FORWARDING TO will display)
   Enter **Local**
   Press **SAVE** (THANK YOU will display)

   **#2** Then, you must **activate** Call Forward:

   Press **SELECT FEATURES**
   Press **1** (The **types** of Call Forwarding that you have programmed will display)
   Press **ON** (This is an **activity** [Turn this feature ON] - **not a status indicator** [This feature is ON])
   Press **NEXT** (to get to the type of Call Forwarding you want)

   **Shortcut from your own telephone:**

   CALL FORWARD ALWAYS TO ANOTHER NUMBER (home/cell, etc.)
   
   *8-9-XXX-XXX-XXXX to put on
   #8 (no additional numbers) takes off

13. **CANCEL CALL FORWARD:**

   Press **SELECT FEATURES**
   Press **1** (The **types** of Call Forwarding that you have programmed will display)
   Press **OFF** (This is an **activity** [Turn this feature OFF] - **not a status indicator** [This feature is OFF])
   Press **NEXT** (to get to the type of Call Forwarding you want)

14. **LAST NUMBER RE-DIAL** - To call the last EXTERNAL number dialed, press REDIAL. The call will be automatically re-dialed. Please note that this feature does not work for campus locals.

15. **CAMP ON** - When you dial an off-campus number and the outbound trunks are busy, you will get a busy signal. Press CAMP ON, and your call will be queued (you will hear Music on Hold). As soon as a trunk is available, your call will start ringing.
FEATURE INSTRUCTIONS – SUPERSET 4 (continued)

16. **SPEED CALLING** - You may program speed calls on your Superset 4 ONLY if you have available line select keys.

   (a) To PROGRAM a speed call on your set, first press PROGRAM and then press SPEED CALL. Press any line select key which does not have a number assigned to it, and then dial the number (for external numbers, include the '9'; for long distance numbers, include the '9' and the '1'). Press SAVE, press NO for privacy, and then press EXIT. Remove the clear plastic cover from the faceplate and record the number you have entered.

   (b) To use the SPEED CALLING, press the beige button for the number you wish to call, and that number will be automatically dialed.

17. **CONFERENCE** - To establish a conference call (maximum 8 people on campus, 6 people off campus):

   (a) Person #1 places the initial call by dialing the number of Person #2.

   (b) Person #1 should then press the TRANS/CONF button (thus placing Person #2 on HOLD) and dial the number of Person #3. This connects the first and third parties. Person #1 should then press the CONFERENCE button. This brings Person #2 into the conference call.

   (c) If subsequent people are to be brought into the conference call, repeat step (b).

18. **DIRECTORY** - You can look up names and telephone numbers, as listed in the Switchboard directory, by spelling out the **surname** using the keypad (i.e., Campbell):

   - Press NAME (2nd softkey from the left) (ENTER NAME will appear)
   - Press Key for first letter (for "C", press the "2" key three times)
   - Press Right Arrow
   - Press Key for second letter (for "A", press the "2" key once)
   - Press Key for third letter (for "M", press the "6" key once)
   - Press Key for fourth letter (for "P", press the "7" key once)
   - Press Key for fifth letter (for "B", press the "2" key twice)
   - Press Key for fifth letter (for "E", press the "5" key three times)
   - Press Key for sixth letter (for "L", press the "7" key twice)
   - Press Key for seventh letter (for "L", press the "7" key twice)

   The first listing for the specified surname will appear, showing the local (i.e., 1234  C. Campbell). If you need further information, press HELP, and the full name will appear (i.e., Chris Campbell). If this is the correct person, press CALL, and the local will be dialed. If this is the wrong person, press NEXT, and the next listing will appear.
FEATURE INSTRUCTIONS – SUPERSET 4025

1. The Superset 4025 can accommodate 14 lines, and there is a Line Select Key (grey button) for each line. The number assigned to the bottom Line Select Key on the right side, is your own local.

2. The Superset 4025 has a Liquid Crystal Display at the top of the phone which is called a Feature Display. There also are three (3) Feature Keys or “softkeys” located directly below the Feature Display.

3. The blue SuperKey controls the various features. The Feature Display changes according to what feature you are using at a particular time. THEREFORE, IT IS VERY IMPORTANT TO ALWAYS READ THE DISPLAY.

4. TO ANSWER A CALL, you may lift the handset OR press the SPEAKER button to use the speakerphone. The flashing symbol shows which line is ringing. Press the grey button beside the flashing symbol, and you will be connected to the call.

5. HOLD - To put a call on hold, press the red HOLD button (the caller will hear music). A different flashing symbol will appear. You can now answer another call and, if necessary, put that call on hold as well. It is possible to have several lines on hold at the same time.

6. OFF HOLD - To release a call from hold, press the grey button beside the flashing symbol, and you will be reconnected to the call.

7. CALL PICK-UP - To answer a ringing phone which is in your call group, lift the handset and press the PICKUP softkey. You are now connected to the incoming call.

8. CALL BACK - If you reach a busy signal when dialing a CAMPUS LOCAL ONLY, press the CALLBACK softkey, then hang up. When the other telephone is available to take the call, your phone will ring with a triple ring, and your display will indicate who is being called back. When you answer, you will hear the other phone ringing.

9. CANCEL CALL BACK - To cancel a Call Back, first press the “#” button. Dial “1”, and then dial the local you had programmed to call back. Then hang up.

10. TRANSFER - To transfer a call to another local, first press the TRANS/CONF button. This places the caller on hold, dial the other local, announce the call and hang up. If the line is busy or not answering, press the CANCEL button, and you will be reconnected to the caller.
FEATURE INSTRUCTIONS – SUPERSET 4025 (continued)

11. **CALL FORWARD** - There are two steps to using your Call Forward feature:

    #1 First, you must **program** Call Forward:

    - **Press** SuperKey
    - **Press** NO (until CALL FORWARDING? appears on the Feature Display)
    - **Press** YES (The type of Call Forwarding will display:
        - Always
        - No Answer/Internal
        - Busy-Internal
        - No Answer/External
        - Busy-External
        - I Am Here)
    - **Press** REVIEW, then press CHANGE
    - **Press** PROGRAM (TO: will be displayed)
    - **Enter** Local
    - **Press** SAVE (CFWD Type and Local will be displayed)
    - **Press** NEXT (until the Type you want appears on the Feature Display)

    #2 Then, you must **activate** Call Forward:

    - **Press** SuperKey
    - **Press** NO (until CALL FORWARDING? appears on the Feature Display)
    - **Press** REVIEW, then press NEXT (until the Type you want appears on the Feature Display)
    - **Press** REVIEW, then press CHANGE
    - **Press** TURN ON
    - **Press** SuperKey (to EXIT)

**Shortcut from your own telephone:**

CALL FORWARD ALWAYS TO ANOTHER NUMBER (home/cell, etc.)

    *8-9-XXX-XXX-XXXX to put on
    #8 (no additional numbers) takes off

12. **CANCEL CALL FORWARD:**

    - **Press** SuperKey
    - **Press** NO (until CALL FORWARDING? appears on the Feature Display)
    - **Press** REVIEW, then press NEXT (until the Type you want appears on the Feature Display)
    - **Press** REVIEW, then press CHANGE
    - **Press** TURN OFF
    - **Press** SuperKey (to EXIT)
FEATURE INSTRUCTIONS – SUPERSET 4025 (continued)

13. **LAST NUMBER RE-DIAL** - To call the last EXTERNAL number dialed, press REDIAL. The call will be automatically re-dialed. Please note that this feature does not work for campus locals.

14. **CAMP ON** - When you dial an off-campus number and the outbound trunks are busy, you will get a busy signal. Press the CAMP ON softkey, and your call will be queued (you will hear Music on Hold). As soon as a trunk is available, your call will start ringing.

15. **SPEED CALLING** - You may program speed calls on your Superset 4025 ONLY if you have available Line Select Keys.

   (a) To PROGRAM a speed call on your set:

   Press **SuperKey**
   Press **NO** twice (PERSONAL KEYS? will be displayed)
   Press **Line Select Key** (if available, UNUSED KEY will be displayed)
   Press **CHANGE** (SPEED CALL? will be displayed)
   Press **YES**
   Enter **NUMBER** (for external numbers, include 9)
   (for long distance numbers, include 9 + 1)
   Press **SAVE**

   Remove the clear plastic cover from the faceplate and record the number you have entered.

   (b) To use the SPEED CALLING, press the grey button for the number you wish to call, and that number will be dialed automatically.

16. **CONFERENCE** - To establish a conference call (maximum 8 people on campus, 6 people off campus):

   (a) Person #1 places the initial call by dialing the number of Person #2.

   (b) Person #1 should then press the TRANS/CONF button (thus placing Person #2 on HOLD) and dial the number of Person #3. This connects the first and third parties. Person #1 should then press the CONFERENCE button. This brings Person #2 into the conference call.

   (c) If subsequent people are to be brought into the conference call, repeat step (b).
17. **PHONEBOOK** - You can look up names and telephone numbers, as listed in the Switchboard directory, by spelling out the **surname** using the keypad (i.e., Campbell):

- Press **PHONEBOOK** (ENTER NAME will appear)
- Press Key for first letter (for "C", press the "2" key three times)
- Press Right Arrow
- Press Key for second letter (for "A", press the "2" key once)
- Press Key for third letter (for "M", press the "6" key once)
- Press Key for fourth letter (for "P", press the "7" key once)
- Press Key for fifth letter (for "B", press the "2" key twice)
- Press Key for fifth letter (for "E", press the "5" key three times)
- Press Key for sixth letter (for "L", press the "7" key twice)
- Press Key for seventh letter (for "L", press the "7" key twice)

The first listing for the specified surname will appear, showing the local (i.e., 1234 C. Campbell). If this is the correct person, press CALL, and the local will be dialed. If this is the wrong person, press NEXT, and the next listing will appear.
FEATURE INSTRUCTIONS – TELEDEX SPEAKERPHONE

1. The Teledex is a single-line speakerphone and has 10 programmable line keys (black keys). The five (5) line keys in the top row have been programmed as your feature keys (HOLD, HOLD OFF, CALL FORWARD ON, CALL FORWARD OFF and PICKUP). The first two (2) line keys in the bottom row also have been programmed as feature keys (CALLBACK and CONFERENCE). The next three (3) line keys may be used as speed dial keys.

2. ADJUSTING THE RING VOLUME - To change the Ring Volume, locate the adjustment control on the back of the telephone labeled RINGER LOW/HI. Slide the switch to the desired ring volume.

3. TO ANSWER A CALL, you may lift the handset OR press the SPEAKERPHONE button at the bottom of the keypad to use the speakerphone.

4. HANDSET VOLUME KEY - To change the Handset Volume, locate the VOLUME key at the bottom of the keypad. Press the key once to increase the volume level to Medium. Press the key once more to increase the volume level to High. Press the key once more to return the volume level to Normal. THIS MUST BE REPEATED EACH TIME YOU ANSWER A CALL, IF NECESSARY.

5. MUTE KEY - If, during a call, you press the MUTE key, the red LED indicator will light up, and the caller will not be able to hear you. Press the MUTE key again to release the mute, and the caller once again will be able to hear you.

6. HOLD - To put a call on hold, press the black HOLD key at the top of the keypad (the caller will hear music), and then hang up (or you can dial another call and then hang up).

7. OFF HOLD - To release a call from hold, press the HOLD OFF key.

8. CALL FORWARD - To forward a call to another number (either on or off campus):
   
   ALWAYS
   Press the CALL FORWARD key, dial the number to which your calls will be directed, and hang up. This overrides all other call forwarding.

   NO ANSWER (INTERNAL) (#65)
   Lift handset, then enter code (#65). Dial the number to which your calls will be directed, and hang up. This remains in effect until cancelled with "##8".

   NO ANSWER (EXTERNAL) (#66)
   Same as above.

   BUSY (INTERNAL) (#61)
   Same as above.

   BUSY (EXTERNAL) (#62)
   Same as above.

   Shortcut from your own telephone:

   CALL FORWARD ALWAYS TO ANOTHER NUMBER (home/cell, etc.)
   
   *8-9-XXX-XXX-XXXX to put on
   
   #8 (no additional numbers) takes off

9. CANCEL FORWARD - To cancel Call forward, press the CALL FORWARD OFF key. You can tell if your phone is on Call Forward by the fast beep you will hear when you pick up the handset.
FEATURE INSTRUCTIONS – TELEDEX SPEAKERPHONE
(continued)

10. CALL BACK - When you reach a busy signal when dialing a CAMPUS LOCAL ONLY, press the CALLBACK key, then hang up. When the other telephone is available to take the call, your phone will ring with a triple ring. When you answer, you will hear the other phone ringing.

11. CANCEL CALL BACK - To cancel a Call Back, first press the ‘#’ key. Dial ‘1’, and then dial the local you had programmed to call back. Then hang up.

12. CALL PICK-UP - To answer a ringing phone which is in your call group, press the PICK-UP key. You are now connected to the incoming call.

13. TRANSFER - To transfer a call to another local, first press the FLASH key (you will hear a dial tone). This places the caller on hold. Then dial the other local, announce the call, and hang up. If the line is busy or not answering, hang up. Your phone will ring, and when you answer, you will be reconnected to the caller.

14. LAST NUMBER RE-DIAL - To call the last number dialed (either on or off campus), press the REDIAL key at the bottom of the keypad. The call will be automatically re-dialed.

15. CAMP ON - When you dial an off-campus number and the outbound trunks are busy, you will get a busy signal. Press ‘3’, and your call will be queued (you will hear Music on Hold). As soon as a trunk is available, your call will start ringing.

16. SPEED CALLING - You may program speed calls (internal or external) on your phone using the three (3) speed dial keys described in Item #1.

(a) To PROGRAM a speed call, lift the handset. Press the STORE key, then enter the telephone number (for external numbers, include the ‘9’; for long distance numbers, include the ‘9’ and the ‘1’). Press the appropriate line key where the number is to be stored, then hang up. Remove the clear plastic cover from the faceplate and record the number you have entered.

NOTE: If you hear dial tone or a busy signal while you are programming, JUST IGNORE IT - it will not interfere with the programming.

(b) To use the SPEED CALLING, first pick up the handset. Press the appropriate line key for the number you wish to call, and that number will be dialed automatically.

(c) On a 1010 Opal (oval buttons on key pad) to program a speed call, lift the handset. Press the STORE key (located under face plate – button on right side) then enter the telephone number (for external numbers, include the ‘9’, for long distance numbers, include the ‘9’ and the ‘1’). Press the appropriate line key where the number is to be stored, then hang up. Remove the clear plastic cover from the faceplate and record the number you have entered.

(d) To use the SPEED CALLING, first pick up the handset. Press the appropriate line key for the number you wish to call, and that number will be dialed automatically.

(e) On a 1010 Opal (oval buttons on key pad) to program a speed call, lift the handset. Press the STORE key (located under face plate – button on right side) then enter the telephone number (for external numbers, include the ‘9’, for long distance numbers, include the ‘9’ and the ‘1’). Press the appropriate line key where
the number is to be stored, then hang up. Remove the clear plastic cover from the faceplate and record the number you have entered.

17. **CONFERENCE** - To establish a conference call (maximum 8 people on campus, 6 people off campus):

   (a) Person #1 places the initial call by dialing the number of Person #2.

   (b) Person #1 should then press the TRANSFER/FLASH key (thus placing Person #2 on hold) and dial the number of Person #3. This connects the first and third parties.

   (c) Person #1 then should press the CONFERENCE key. This brings Person #1,#2 & #3 into the conference call.

   (d) If subsequent people are to be brought into the conference call, step (b & c) should be repeated.
FEATURE INSTRUCTIONS – TELEDEX

1. The Teledex is a single line phone and has 10 programmable line keys (black keys). The first six (6) line keys have been programmed as your feature keys (HOLD, HOLD OFF, CALL FORWARD ON, CALL FORWARD OFF, PICKUP and CALLBACK). The next four (4) line keys may be used as speed dial keys.

2. **ADJUSTING THE RING VOLUME** - To change the Ring Volume, locate the adjustment control on the back of the telephone labeled RINGER LOW/HI. Slide the switch to the desired ring volume.

3. **HANDSET VOLUME KEY** - To change the Handset Volume, locate the VOLUME key at the bottom of the key pad. Press the key once to increase the volume level to Medium. Press the key once more to increase the volume level to High. Press the key once more to return the volume level to Normal. THIS MUST BE REPEATED EACH TIME YOU ANSWER A CALL, IF NECESSARY.

4. **MUTE KEY** - If, during a call, you press the MUTE key, the red LED indicator will light up, and the caller will not be able to hear you. Press the MUTE key again to release the mute, and the caller once again will be able to hear you.

5. **HOLD** - To put a call on hold, press the black HOLD key at the top of the keypad (the caller will hear music), and then hang up (or you can dial another call and then hang up).

   **NOTE:** The red HOLD key in the bottom right-hand corner of the keypad is a “set hold”, not a “system hold”, therefore the caller WILL NOT HEAR MUSIC if you use this key to put a call on hold.

6. **OFF HOLD** - To release a call from hold, press the HOLD OFF key.

7. **CALL FORWARD** - To forward a call to another number (either on or off campus):

   **ALWAYS** Press the CALL FORWARD key, dial the number to which your calls will be directed, and hang up. This overrides all other call forwarding.

   **NO ANSWER (INTERNAL) (#65)** Lift handset, then enter code (#65). Dial the number to which your calls will be directed, and hang up. This remains in effect until cancelled with "##8".

   **NO ANSWER (EXTERNAL) (#66)** Same as above.

   **BUSY (INTERNAL) (#61)** Same as above.

   **BUSY (EXTERNAL) (#62)** Same as above.

   **Shortcut from your own telephone:**

   **CALL FORWARD ALWAYS TO ANOTHER NUMBER** (home/cell, etc.)

   *8-9-XXX-XXX-XXXX to put on

   #8 (no additional numbers) takes off

8. **CANCEL FORWARD** - To cancel Call forward, press the CALL FORWARD OFF key. You can tell if your phone is on Call Forward by the fast beep you will hear when you pick up the handset.
FEATURE INSTRUCTIONS – TELEDEX (continued)

9. **CALL BACK** - When you reach a busy signal when dialing a CAMPUS LOCAL ONLY, press the CALLBACK key, then hang up. When the other telephone is available to take the call, your phone will ring with a triple ring. When you answer, you will hear the other phone ringing.

10. **CANCEL CALL BACK** - To cancel a Call Back, first press the “#” key. Dial “1”, and then dial the local you had programmed to call back. Then hang up.

11. **CALL PICK-UP** - To answer a ringing phone which is in your call group, press the PICK-UP key. You are now connected to the incoming call.

12. **TRANSFER** - To transfer a call to another local, first press the TRANSFER key (you will hear a dial tone). This places the caller on hold. Then dial the other local, announce the call, and hang up. If the line is busy or not answering, hang up. Your phone will ring, and when you answer, you will be reconnected to the caller.

13. **LAST NUMBER RE-DIAL** - To call the last number dialed (either on or off campus), press the REDIAL key at the bottom of the keypad. The call will be automatically re-dialed.

14. **CAMP ON** - When you dial an off-campus number and the outbound trunks are busy, you will get a busy signal. Press ‘3’, and your call will be queued (you will hear Music on Hold). As soon as a trunk is available, your call will start ringing.

15. **SPEED CALLING** - You may program speed calls (internal or external) on your phone using the four (4) speed dial keys described in Item #1.

   (a) To PROGRAM a speed call, lift the handset. Press the STORE key, then enter the telephone number (for external numbers, include the ‘9’; for long distance numbers, include the ‘9’ and the ‘1’). Press the appropriate line key where the number is to be stored, then hang up. Remove the clear plastic cover from the faceplate and record the number you have entered.

   **NOTE:** If you hear dial tone or a busy signal while you are programming, IGNORE IT - it will not interfere with the process.

   (c) To use the SPEED CALLING, first pick up the handset. Press the appropriate line key for the number you wish to call, and that number will be dialed automatically.

   (c) On a 1010 Opal (oval buttons on key pad) to program a speed call, lift the handset. Press the STORE key (located under face plate – button on right side) then enter the telephone number (for external numbers, include the ‘9’, for long distance numbers, include the ‘9’ and the ‘1’). Press the appropriate line key where the number is to be stored, then hang up. Remove the clear plastic cover from the faceplate and record the number you have entered.

16. **CONFERENCE** - To establish a conference call (maximum 8 people on campus, 6 people off campus):

   (a) Person #1 places the initial call by dialing the number of Person #2.

   (b) Person #1 should then press the TRANSFER/FLASH key (thus placing Person #2 on hold) and dial the number of Person #3. This connects the first and third parties.

   (c) Person #1 then should press the CONFERENCE key. This brings Person #1,#2 & #3 into the conference call.

   (d) If subsequent people are to be brought into the conference call, step (b & c) should be repeated.
1. The Telematrix 3000 VoIP is a single-line speakerphone with nine (9) programmable line keys. The five (5) line keys in the top row have been programmed as your feature keys (CALL FORWARD ON, CALL FORWARD OFF, PICKUP, CALL BACK, and VOICE MAIL). The next five (5) line keys may be used as speed dial keys. The first two (2) line keys in the bottom row also have been programmed as feature keys (HOLD and LINE).

2. **ADJUSTING THE RING VOLUME** - To change the Ring Volume, locate the VOL key at the bottom right of the key pad. When the phone is ringing, press the VOL key up to increase the ring volume, and down to decrease the ring volume.

3. **TO ANSWER A CALL**, you may lift the handset OR press the SPEAKER button at the bottom right of the keypad to use the speakerphone.

4. **HANDSET VOLUME KEY** - To change the Handset Volume, locate the VOL key at the bottom of the key pad. During a call, press the VOL key up to increase the volume level, and down to decrease volume level. THIS MUST BE REPEATED EACH TIME YOU ANSWER A CALL, IF NECESSARY.

5. **MUTE KEY** - If, during a call, you press the MUTE key, the orange LED indicator will light up, and the caller will not be able to hear you. Press the MUTE key again to the release the mute, and the caller once again will be able hear you.

6. **HOLD** - To put a call on hold, press the HOLD key at the bottom left of the keypad (the caller will hear music). You may hang up, or you can dial another call and then hang up.

7. **OFF HOLD** - To release a call from hold, press the HOLD key again.

8. **CALL FORWARD** - To forward a call to another number (either on or off campus):

   **ALWAYS**
   
   Lift handset, then enter code (*8). Dial the number to which your calls will be directed, and hang up. This overrides all other call forwarding. This remains in effect until cancelled by pressing the CALLFWD OFF key at the top left of the keypad.

   **NO ANSWER (INTERNAL) (#65)**
   
   Lift handset, then enter code (#65). Dial the number to which your calls will be directed, and hang up. Press the CALLFWD ON key at the top left of the keypad. This remains in effect until cancelled by pressing the CALLFWD OFF key at the top left of the keypad.

   **NO ANSWER (EXTERNAL) (#66)**
   
   Same as above.

   **BUSY (INTERNAL) (#61)**
   
   Same as above.

   **BUSY (EXTERNAL) (#62)**
   
   Same as above.

   **Shortcut from your own telephone:**

   **CALL FORWARD ALWAYS TO ANOTHER NUMBER (home/cell, etc.)**

   *8-9-XXX-XXX-XXXX to put on

   #8 (no additional numbers) takes off

9. **CANCEL FORWARD** - To cancel Call forward, press the CALLFWD OFF key. You can tell if your phone is on Call Forward when the CALLFWD ON key is lit.

10. **CALL BACK** - When you reach a busy signal when dialing a CAMPUS LOCAL ONLY, press the CALL BACK quick dial key on the top right, then hang up. When the other telephone is available to take the call, your phone will ring with a triple ring. When you answer, you will hear the other phone ringing.

11. **CANCEL CALL BACK** - To cancel a Call Back, first press the “#” key. Dial “1”, and then dial the local you had programmed to call back. Then hang up.

12. **CALL PICK-UP** - To answer a ringing phone which is in your call group, press the PICK-UP key. You are now connected to the incoming call.
FEATURE INSTRUCTIONS – Telematrix 3000IP SPEAKERPHONE (continued)

13. **TRANSFER** - To transfer a call to another local, first press the Conf key (you will hear a dial tone). This places the caller on hold. Then dial the other local, announce the call, and hang up. If the line is busy or not answering, hang up. Your phone will ring, and when you answer, you will be reconnected to the caller.

14. **LAST NUMBER RE-DIAL** - To call the last number dialed (off campus numbers only), press the Redial key. The call will be automatically re-dialed.

15. **CAMP ON** - When you dial an off-campus number and the outbound trunks are busy, you will get a busy signal. Press ‘3’, and your call will be queued (you will hear Music on Hold). As soon as a trunk is available, your call will start ringing.

16. **CONFERENCE** - To establish a conference call (maximum 8 people on campus, 6 people off campus):

   (a) Person #1 places the initial call by dialing the number of Person #2.

   (b) Person #1 should then press the Conf key (thus placing Person #2 on hold) and dial the number of Person #3. This connects the first and third parties.

   (c) Person #1 then should press the Conf key. This brings Person #1,#2 & #3 into the conference call.

   (d) If subsequent people are to be brought into the conference call, step (b & c) should be repeated.
FEATURE INSTRUCTIONS – SUPERSET 2

1. The Superset 2 is the single-line telephone which can be used with a headset.

2. The Superset 2 has 13 programmable line keys (beige buttons). The first seven (7) line keys have been programmed as your feature keys (HOLD, HOLD OFF, CALL FORWARD ON, CALL FORWARD OFF, PICKUP, CALLBACK and CONFERENCE). The next six (6) line keys may be used as speed dial keys.

3. **HOLD** - To put a call on hold, press the beige HOLD button on the upper right side of your set (the caller will hear music), and then hang up (or you can dial another call and then hang up). DO NOT USE THE RED HOLD BUTTON ABOVE THE KEY PAD.

4. **OFF HOLD** - To release a call from hold, press the HOLD OFF button.

5. **CALL PICK-UP** - To answer a ringing phone which is in your call group, press the CALL PICK-UP button. You are now connected to the incoming call.

6. **CALL BACK** - When you reach a busy signal when dialing a CAMPUS LOCAL ONLY, press the CALLBACK button, then hang up. When the other telephone is available to take the call, your phone will ring with a triple ring. When you answer, you will hear the other phone ringing.

7. **CANCEL CALL BACK** - To cancel a Call Back, first press the “#” button. Dial “1”, and then dial the local you had programmed to call back. Then hang up.

8. **CALL FORWARD** - To forward a call to another number (either on or off campus):

   - **ALWAYS** 
     Lift the handset, press the CALL FORWARD button, dial the number to which your calls will be directed, then hang up. This overrides all other call forwarding.

   - **NO ANSWER (INTERNAL) (#65)** 
     Lift the handset, then enter code (#65). Dial the number to which your calls will be directed, then hang up.

   - **NO ANSWER (EXTERNAL) (#66)** 
     Same as above.

   - **BUSY (INTERNAL) (#61)** 
     Same as above.

   - **BUSY (EXTERNAL) (#62)** 
     Same as above.

   You can tell if your phone is on Call Forward by the fast beep you will hear when you lift the handset.

   **Shortcut from your own telephone:**

   CALL FORWARD ALWAYS TO ANOTHER NUMBER (home/cell, etc.)

     *8-9-XXX-XXX-XXXX to put on

     #8 (no additional numbers) takes off

9. **CANCEL FORWARD** - To cancel Call Forward-ALWAYS, lift the handset, press the CANCEL FORWARD button, then hang up. To cancel all other Call Forwarding, lift the handset, dial ##8, wait for the dial tone, then hang up.
FEATURE INSTRUCTIONS – SUPERSET 2 (continued)

10. **TRANSFER** - To transfer a call to another local, first press the TRANS/CONF button (you will hear a dial tone). This places the caller on hold. Then dial the other local, announce the call, and hang up. If the line is busy or not answering, hang up. Your phone will ring, and when you answer, you will be reconnected to the caller.

11. **LAST NUMBER RE-DIAL** - To call the last number dialed (either on or off campus), press the REDIAL button. The call will be automatically re-dialed.

12. **CAMP ON** - When you dial an off-campus number and the outbound trunks are busy, you will get a busy signal. Press ‘3’, and your call will be queued (you will hear Music on Hold). As soon as a trunk is available, your call will start ringing.

13. **SPEED CALLING** - You may program speed calls (internal or external) on your phone using the six (6) speed dial keys described in Item #1.
   
   (a) To PROGRAM a speed call, DO NOT PICK UP THE HANDSET. Press the LINE button, then press the PROGRAM button. Press the appropriate line key, then enter the telephone number (for external numbers, include the ‘9’; for long distance numbers, include the ‘9’ and the ‘1’). Then press the HANG UP button. Remove the clear plastic cover from the faceplate and record the number you have entered.
   
   (b) To use the SPEED CALLING, first pick up the handset. Press the appropriate line key for the number you wish to call, and that number will be automatically dialed.

14. **CONFERENCE** - To establish a conference call (maximum 8 people on campus, 6 people off campus):
   
   (a) Person #1 places the initial call by dialing the number of Person #2. Person #1 should then press the TRANS/CONF button (thus placing Person #2 on HOLD).
   
   (b) Person #1 should then dial the number of Person #3. This connects the first and third parties. Person #1 should press the TRANS/CONF button, and then press the CONFERENCE button. This brings Person #2 into the conference call.
   
   (c) If subsequent people are to be brought into the conference call, step (b) should be repeated.
USER INSTRUCTIONS – VOICE MAIL

• Voice Mail can be accessed from any touch-tone telephone.

• Departments wishing to subscribe to Voice Mail may do so by the Departmental Assistant or Office Manager submitting a request, in writing to Network Services, ITS via e-mail (phones@sfu.ca). The monthly rental charge for each mailbox (local) is $2.00. Voice mail is automatically included at no charge with Bria CCS, but may be disabled at the user's request.

NOTE: Unplayed Voice Mail messages are retained for 8 calendar days, saved messages are retained for 5 calendar days.

• Preparing for the Tutorial

This is a step-by-step tutorial on the Voice Mail system to activate your mailbox.

1. Select a 6-digit Passcode that is relatively simple to remember (i.e., your spouse's birthday, part of your Social Insurance Number, etc.). If you enter an incorrect passcode, the system will ask you to try again.

2. Prepare a Greeting (maximum 30 seconds) for your callers which includes your NAME and DEPARTMENT. Listed below are sample greetings for the different kinds of mailboxes:

   Interactive (Class A)       Caller may leave a detailed message or press '0' to go to an attendant
   "You have reached Jim Brown in Financial Services. I am not available to take your call at this time. Please leave a detailed message and I will call you back. If you require immediate assistance, please press '0' to speak to my assistant. Thank you."

   Standalone (Class B)       Caller may leave a detailed message.
   "You have reached Jane Smith in the Faculty of Education. I am not available to take your call at this time. Please leave a detailed message, and I will call you back. Thank you."

   Information (Class C)      Outgoing message only - caller may not leave a message.
   "You have reached the History Department at Simon Fraser University. The office is closed. Hours of operation are 8:30 to 4:30, Monday through Friday. Please call back."

NOTE: Don’t hold the receiver too close to your mouth or speak too loudly and try to eliminate background noise, as the microphone is very sensitive.

3. Name your mailbox using your first and last name (e.g., Jenny Smith).

• Accessing Your Mailbox

There are two components to your “Voice Mail Access”:

   #1 Accessing your Voice Mail Box
   
   #2 Passcode (e.g., 123456)
USER INSTRUCTIONS – VOICE MAIL (continued)

There are several ways to access your mailbox:

Option #1: If you are accessing your mailbox from your own telephone (where the number of the mailbox is the same as your local), dial “83”, then enter your passcode as soon as you hear “Hello”. THIS DOES NOT WORK FOR VOICE TREES OR SHARED VOICE MAIL (where the mailbox is a 92XXX or 99XXX number).

Option #2: If you are accessing your mailbox from a phone other than your own - dial 81 and your mailbox number, wait for the voicemail to answer (you hear your greeting), press the * key, and enter your passcode as requested.

Option #3: Accessing your voicemail from home. Dial your telephone number XXX-XXX-XXXX, as soon as you hear your greeting press the ** key. Enter your passcode as requested.

Option #4: To set-up a speed calling key to your voice mail, use 81*XXXXX, then enter your six digit pass code. Refer to the appropriate user instructions for your type of phone listed on page i of this section for steps to follow.

• STEP #1 - Accessing the Tutorial (allow 5-10 minutes)

Enter the Access Code, then enter the TUTORIAL PASSCODE (1-1-1-1-1-1). You will be prompted for each step of the tutorial by the Voice Mail system.

• STEP #2 - Sending Your Calls to Voice Mail

Your local has been programmed to send your calls to Voice Mail via Re-Routing (No Answer-Internal, No Answer-External, and Busy-External). This programming resides in the telephone switch, rather than in the telephone set, and cannot be changed by the user.

If there are special circumstances which require your calls to be handled in a different manner, it is possible to have the Re-Routing on your telephone cancelled, so that you can use Call Forwarding instead. This request must be made by your Departmental Assistant or Office Manager to phones@sfu.ca.

In the event that you will be using Call Forwarding instead of Re-Routing, please refer to the following section.

Unified Voice Mail

Network Services implemented enhanced software on the voice mail system. End users have the option to receive an e-mail notification with the message attached every time a caller leaves a voice mail message and which can be saved indefinitely. All new voice mail boxes are set up with this feature. To have a voice mail box converted to Unified, please call Phones at 24113, 23003 or e-mail phones@sfu.ca. A one-time $25.00 programming fee will apply.

To enable this feature, please utilize the following link:
https://ns-vmail.phones.sfu.ca/npm-pwg/

If you receive a Security Alert, select “Yes” in answer to the question “Do you want to proceed?”

Use your 5-digit phone number as your Mailbox number and your 6-digit voice mail password as your Passcode. Near the top of the web page, click the Settings tab. Enter your email address on the box beside “Standard UM SMTP Email Address:” and “Standard UM WebView Email Address:”. Click the Save button at the top to store your settings.

From the same web page, manage their voice messages and greetings. Additional features include:

- the ability to receive a faxed document through your voice mail as a PDF attachment to your e-mail notification. To allow this feature, calls from a fax machine must go through to your voice mail. If you answer a call from a fax machine, press the transfer key, dial 81XXXXX (X’s being your 5-digit local), hang up.

- the ability to record 4 different greetings and select which greeting should play at any given time through the above web page.
- set up an attendant, i.e. "... press '0' and your call will be redirected" ... to the local you assign in the box under "Personal Attendant Preferences".

**************************************************************************************************************************************

**OPTIONAL**

**To program your Teledex/Superset 2/Teledex Speakerphone to Call Forward to Voice Mail**, lift the handset, dial the appropriate code, then hang up.

<table>
<thead>
<tr>
<th>Call Type</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>NO ANSWER (INTERNAL)</td>
<td># + 65 + 81 + Mailbox</td>
</tr>
<tr>
<td>NO ANSWER (EXTERNAL)</td>
<td># + 66 + 81 + Mailbox</td>
</tr>
<tr>
<td>BUSY (EXTERNAL)</td>
<td># + 62 + 81 + Mailbox</td>
</tr>
</tbody>
</table>

**NOTE:** These three Call Forwards should remain active at all times. They can be overridden by Call Forward-Always.

**NOTE:** Do not program Call Forward (Busy-Internal). Callback feature will not work if this is activated.

**ALWAYS** CALL FORWARD key + 81 + Mailbox

**OR**

*880 (if your mailbox number is the same as your local)

To cancel Call Forward, lift the handset, dial #8, wait for dial tone, then hang up.

This will cancel all three Call Forwards (No Answer-Internal, No Answer-External and Busy-External). You will then have to re-program the Call Forwarding you wish to keep as per the instructions shown above.

To cancel Call Forward-Always, lift the handset and press the CANCEL FORWARD key.

**To program your Superset 4 to Call Forward to Voice Mail:**

1. First, you must **program** Call Forward:

   **Press** PROGRAM
   **Press** CALL FWD (The **type** of Call Forwarding will display:
   - Always
   - Busy-Internal
   - Busy-External
   **Press** YES (FORWARDING TO will display)
   **Press** 81 + Mailbox
   **Press** SAVE (THANK YOU will display)

**NOTE:** Do **not** program Call Forward (Busy-Internal). Callback feature will not work if this is activated.
USER INSTRUCTIONS – VOICE MAIL (continued)

#2 Then, you must **activate** Call Forward:

Press **SELECT FEATURES**

Press **1** (The types of Call Forwarding that you have programmed will display)

Press **ON** (This is an activity [Turn this feature ON] - not a status indicator [This feature is ON])

Press **NEXT** (to get to the type of Call Forwarding you want)

**NOTE:** Busy-External, No Answer-Internal and No Answer-External should remain active at all times. They can be overridden by Call Forward-Always.

**NOTE:** If your Mailbox number is the same as your Local, you can enter *880 to Call Forward-Always your phone to Voice Mail.

**NOTE:** If you are in your office, but do not wish to take a call, you may press **FWD** to send that call to Voice Mail.

To cancel Call Forward:

Follow the procedure outlined in #2, pressing OFF to turn off the Call Forwarding.

***************************************************************************************************************************************

• To program your Superset 4025 to Call Forward to Voice Mail:

#1 First, you must **program** Call Forward:

Press **SuperKey**

Press **NO** (until CALL FORWARDING? appears on the Feature Display)

Press **YES** (The type of Call Forwarding will display:

<table>
<thead>
<tr>
<th>Always</th>
<th>No Answer-Internal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Busy-Internal</td>
<td>No Answer-External</td>
</tr>
<tr>
<td>Busy-External</td>
<td>I Am Here</td>
</tr>
</tbody>
</table>

Press **REVIEW**, then press **CHANGE**

Press **PROGRAM** (TO: will be displayed)

Enter **81 + Mailbox**

Press **SAVE** (CFWD Type and Local will be displayed)

Press **NEXT** (until the Type you want appears on the Feature Display)

**NOTE:** Do not program Call Forward (Busy-Internal). Callback feature will not work if this is activated.
USER INSTRUCTIONS – VOICE MAIL (continued)

#2 Then, you must activate Call Forward:

Press SuperKey
Press NO (until CALL FORWARDING? appears on the Feature Display)
Press REVIEW, then press NEXT (until the Type you want appears on the Feature Display)
Press REVIEW, then press CHANGE
Press TURN ON
Press SuperKey (to EXIT)

NOTE: Busy-External, No Answer-Internal and No Answer-External should remain active at all times. They can be overridden by Call Forward-Always.

NOTE: If your Mailbox number is the same as your Local, you can enter *880 to Call Forward-Always your phone to Voice Mail.

NOTE: If you are in your office, but do not wish to take a call, you may press FWD to send that call to Voice Mail.

To cancel Call Forward:

Follow the procedure outlined in #2, pressing TURN OFF to turn off the Call Forwarding.

• Getting Message Notification

Waiting messages in your mailbox will be indicated as follows:

Teledex Your message light will flash (red button beside ‘3’)
Superset 2 Your message light will flash (directly above the REDIAL key).
Superset 4 MSG will appear in the upper right-hand corner of the display.
Superset 4025 Your message light will flash (upper right corner of telephone).
All Telephones You will hear an audible tone when you lift the handset.

• Accessing Your Mailbox

SEE INSTRUCTIONS BEGINNING ON PAGE 27-

When you access your mailbox, you will be advised how many messages (unplayed and saved) you currently have. Messages can be up to two minutes in length.

• Accessing Your Mailbox from Off-Campus

Dial your 10-digit telephone number (You will hear your Voice Mail greeting begin)
Press * (as soon as you hear your greeting begin)
Enter PASSCODE

REMEMBER - your phone must be Re-Routed or Call Forwarded to Voice Mail in order for you to access your Voice Mail from off-campus.
USER INSTRUCTIONS – VOICE MAIL (continued)

• Retrieving Your Messages

You will be prompted for each step by the Voice Mail system as to which keys to press for which functions:

- P 7 key PLAY MESSAGE
- G 4 key GIVE MESSAGE TO ANOTHER USER
- K 5 key KEEP MESSAGE
- D 3 key DISCARD MESSAGE
- X 9 key EXIT
- * * key BACK 5 SECONDS
- # # key FORWARD 5 SECONDS
- 1 1 key PAUSE

If you discard a message, then immediately decide that you want it back, you can restore it by pressing “*”. Otherwise, discarded messages cannot be retrieved.

• You can send a message to another Voice Mail user by (a) dialing their local and being forwarded to Voice Mail, or (b) dialing their mailbox directly (e.g., 81(X)XXXX).

• Making a Message

You also can send a message to another Voice Mail user with special delivery options.

To make a message for another Voice Mail user, first access your mailbox. Then press:

- M 6 key MAKE MESSAGE

The system will ask you to enter the number of the mailbox for which you are making a message:

Dial Local (You will hear the Name of that mailbox)

You may choose from the following:

- * * key DELETE MAILBOX NUMBER
- # # key RECORD MESSAGE
- R 7 key REVIEW MESSAGE
- D 3 key DISCARD MESSAGE AND RECORD AGAIN
- A 2 key APPEND TO MESSAGE

After you have made the message, you may select the following Message Addressing Options by pressing

- M 6 key ACCESS MESSAGE ADDRESSING OPTIONS

Then press:

- C 2 key MARK CONFIDENTIAL
- R 7 key REQUEST RECEIPT
- U 8 key MAKE URGENT
- X 9 key EXIT MESSAGE ADDRESSING OPTIONS

To send your message, press:

- X 9 key SEND MESSAGE/EXIT TO MAIN MENU
USER INSTRUCTIONS – VOICE MAIL (continued)

• User Options

There are several User Options which you will use frequently. First access your mailbox. Then press:

U 8 key USER OPTIONS

The User Options available are:

G 4 key CHANGE GREETING
N 6 key CHANGE NAME
P 7 key CHANGE PASSCODE
T 8 key ACTIVATE TUTORIAL

• Changing Your Greeting

We recommend that you change your greeting frequently, based on your schedule, and make it as informative as possible (i.e., "in a meeting until 3:00"; "off campus until May 17th"; etc.).

To change your greeting, first access your mailbox. Then press:

U 8 key USER OPTIONS
G 4 key CHANGE GREETING
L 5 key LISTEN TO GREETING
R 7 key RECORD NEW GREETING

After you have changed your greeting, press:

R 7 key REVIEW GREETING
D 3 key DISCARD GREETING AND RECORD AGAIN
X 9 key SAVE GREETING/EXIT TO MAIN MENU

• Changing Your Name

To change your name, first access your mailbox. Then press:

U 8 key USER OPTIONS
N 6 key CHANGE NAME
L 5 key LISTEN TO NAME
R 7 key RECORD NEW NAME

After you have changed your name, press:

R 7 key REVIEW NAME
D 3 key DISCARD NAME AND RECORD AGAIN
X 9 key SAVE NAME/EXIT TO MAIN MENU

• Changing Your Passcode

To change your passcode, first access your mailbox. Then press:

U 8 key USER OPTIONS
P 7 key CHANGE PASSCODE

After you have changed your passcode, the system will repeat your new passcode back to you.
USER INSTRUCTIONS – VOICE MAIL (continued)

• Distribution Lists

It is possible to set up Distribution Lists which allow you to record a single message and then send it to a specific group of people without addressing them all individually. Each Distribution List can contain up to 200 mailboxes, and each local can have up to 99 Distribution Lists.

All personal Distribution Lists must begin with "0" (e.g., 01, 02, 03, 04).

If your group of people is relatively small, you may set up the Distribution List at your own telephone. To **create** a Distribution List, first access your mailbox. Then press:

- **U** 8 key USER OPTIONS
- **L** 5 key ENTER DISTRIBUTION LIST NUMBER
- **N** 6 key RECORD NEW NAME FOR DISTRIBUTION LIST

After you have recorded the Distribution List name, press:

- **R** 7 key REVIEW NAME
- **D** 3 key DISCARD NAME AND RECORD AGAIN
- **X** 9 key SAVE NAME

After a slight pause, you will be prompted to press:

- **A** 1 key ADD A NEW MEMBER
- **D** 2 key DROP A MEMBER
- **N** 6 key RECORD NEW NAME FOR DISTRIBUTION LIST
- **P** 7 key PLAY THE DISTRIBUTION LIST
- **X** 9 key EXIT TO THE MAIN MENU

If your group of people is quite large, you may want to request that the programming be done for you by sending an e-mail to the Network Administrator (phones@sfu.ca) providing the local which will "own" the Distribution List, and the locals which will **belong** to the Distribution List. The cost for this programming will be $25 to create or modify a Distribution List.

It will be the responsibility of the department to keep track of the mailboxes which are included in any Distribution List.

To send a message to a Distribution list, first **access your mailbox**. Then press:

- **M** 6 key MAKE MESSAGE

The system will ask you to enter the number of the mailbox for which you are making a message:

- **Dial** \(X?\) (the number of the Distribution List)

You may choose from the following:

- ***** * key DELETE CURRENT MAILBOX
- **#** # key RECORD MESSAGE
- **R** 7 key REVIEW MESSAGE
- **D** 3 key DISCARD MESSAGE AND RECORD AGAIN
- **A** 2 key APPEND TO MESSAGE

After you have made the message, press:

- **X** 9 key SEND MESSAGE/EXIT TO MAIN MENU
USER INSTRUCTIONS – VOICE MAIL (continued)

VOICE MAIL HELP

If you have problems with, or questions about your Voice Mail, contact:

Telephone Trouble Line  24113

USER INSTRUCTIONS – VOICE MAIL (continued)

MAIN MENU

<table>
<thead>
<tr>
<th>PLAY MESSAGE</th>
<th>MAKE MESSAGE</th>
<th>USER OPTIONS</th>
<th>EXIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>PLAY AGAIN</td>
<td>REVIEW</td>
<td>GREETING</td>
<td></td>
</tr>
<tr>
<td>GIVE</td>
<td>DISCARD AND RE-RECORD</td>
<td>NAME</td>
<td></td>
</tr>
<tr>
<td>KEEP</td>
<td>APPEND</td>
<td>PASSCODE</td>
<td></td>
</tr>
<tr>
<td>DISCARD</td>
<td>MESSAGE ADDRESSING OPTIONS</td>
<td>TUTORIAL</td>
<td></td>
</tr>
<tr>
<td>ANSWER</td>
<td></td>
<td>EXIT</td>
<td></td>
</tr>
<tr>
<td>MAKE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>* BACK 5 SEC.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td># FORWARD 5 SEC.</td>
<td>EXIT TO MAIN MENU</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 PAUSE</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1 ABC 2 DEF

GHI JKL MNO

PQRS TUV WXYZ

* 0 #
USER INSTRUCTIONS – VOICE TREE (INFORMATION)

NOTE: All voice tree mail boxes consist of 5-digits beginning with a “9”.

For the purpose of these instructions, the IT Services Helpdesk Voice Tree on their General Office local (23230), with two choices is used: The main greeting provides additional numbers to call directly, then the option of Press 1 for Hours of Operation (99XXX), Press 2 to speak to an Operator directly (99XXX). The Operator will be considered the “owner” of local 23230.

SETTING UP VOICE MAIL:

The “owner” should access the MAIN MAILBOX (dial 81-23230, press * at the start of the greeting), go through the tutorial, and set up the mailbox as outlined in the Voice Mail handout. This will involve choosing a 6-digit passcode, naming the mailbox (i.e., “Network Services Helpline”) and recording the greeting for the Voice Tree (i.e., “Thank-you for calling Network Services Helpline. …For Hours of Operation, press 1. To speak to a Network Operator press 2.

The “owner” should then access Mailbox #1 (8199XX9) press * at the start of the greeting) using the tutorial passcode (1-1-1-1-1-1), go through the tutorial and set up the mailbox as outlined in the Voice Mail handout.

The “owner” should then access Mailbox #2 (8199XX0) press * at the start of the greeting) using the tutorial passcode (1-1-1-1-1-1), go through the tutorial and set up the mailbox as outlined in the Voice Mail handout.

NOTE: If one person is going to be responsible for maintaining/accessing all mailboxes in a Voice Tree, they should consider using the same passcode for all mailboxes.

ACCESSING VOICE MAIL/RETRIEVING MESSAGES:

Mailbox 99XX9 will be an INFORMATION ONLY mailbox (Class C) and callers will not be able to leave messages. When they press 1, they will hear the Hours of Operation, and then be disconnected.

Mailbox 99XX0 will allow callers to leave voice messages (Class B). When they press 2, they will hear the greeting, (i.e., “All Operators are currently busy, please leave a message and your call will be returned as soon as possible.”) To access this mailbox from ON CAMPUS, the “owner” would enter 8199XX0 press * at the start of the greeting), then the passcode, then follow the instructions in the Voice Mail handout.

To access the Voice Tree from OFF CAMPUS, the “owner” should dial 778-782-3230 and they will hear the greeting for the MAIN MAILBOX. They should then press ‘2’ and enter the asterisk (*) AS SOON AS THEY HEAR THE GREETING BEGIN. They will then be prompted to enter their passcode, after which they should follow the instructions for Voice Mail.
USER INSTRUCTIONS – VOICE TREE (ONE PHONE)

For the purpose of these instructions, Person #1 (Jim Smith) and Person #2 (Mary Jones) share a local (XXXXX) and a telephone, but each have their own mailbox. Jim Smith will be considered the "owner" of local XXXXX, and will be responsible for the maintenance of the MAIN MAILBOX, including Call Forwarding. Jim Smith will use Mailbox #1 (92333) as his personal mailbox, and Mary Jones will use Mailbox #2 (92777) as her personal mailbox.

NOTE: Some departments may choose to designate someone else (i.e., the Departmental Assistant or Department Secretary) to be responsible for the maintenance of the MAIN MAILBOX (to be the "owner") rather than designating one of the users as the "owner".

SETTING UP VOICE MAIL:

The "owner" of the LOCAL (Jim Smith) should access the MAIN MAILBOX (dial 83), using the tutorial passcode (1-1-1-1-1-1) go through the tutorial and set up the mailbox as outlined in the Voice Mail handout. This will involve choosing a passcode, naming the mailbox (i.e., "Smith/Jones"), and recording the greeting for the Voice Tree (i.e., "You have reached the voice mailbox for Jim Smith and Mary Jones. To leave a message for Jim, please press 1. To leave a message for Mary, please press 2."). Unless the names of the people sharing this local change, it is unlikely that this greeting would have to be changed. MAILBOX XXXXX WILL NOT CONTAIN ANY VOICE MESSAGES.

The "owner" of MAILBOX #1 (Jim Smith) should then access Mailbox #1 (8192333 press ' * ' at the start of the greeting) using the tutorial passcode (1-1-1-1-1-1), go through the tutorial and set up their personal mailbox as outlined in the Voice Mail User Instructions.

The "owner" of MAILBOX #2 (Mary Jones) should then access Mailbox #2 (8192777 press ' * ' at the start of the greeting) using the tutorial passcode (1-1-1-1-1-1), go through the tutorial and set up their personal mailbox as outlined in the Voice Mail User Instructions.

ACCESSING VOICE MAIL/RETRIEVING MESSAGES:

92333 is the mailbox that would be named "Jim Smith" and would have his personal greeting (i.e., "You have reached the voice mailbox for Jim Smith. I'm not available to take your call right now. Please leave a detailed message, and I will get back to you as soon as possible."). This is the mailbox that will contain his voice messages. To access this mailbox from ON CAMPUS, Jim would enter 8192333 press ' * ' at the start of the greeting, then his personal passcode, then follow the instructions in the Voice Mail User Instructions.

92777 is the mailbox that would be named "Mary Jones" and would have her personal greeting (i.e., "You have reached the voice mailbox for Mary Jones. I'm not available to take your call right now. Please leave a detailed message, and I will get back to you as soon as possible."). This is the mailbox that will contain her voice messages. To access this mailbox from ON CAMPUS, Mary would enter 8192777 press ' * ' at the start of the greeting, then her personal passcode, then follow the instructions in the Voice Mail User Instructions.

To access the Voice Mail from OFF CAMPUS, Jim and/or Mary should dial XXX-XXX-XXXXX, and they will hear the greeting for the MAIN MAILBOX. They should then press '1' or '2' for their personal mailbox, and enter the asterisk (*) AS SOON AS THEY HEAR THEIR PERSONAL GREETING BEGIN. They will then be prompted to enter their passcode, after which they should follow the instructions in the Voice Mail User Instructions.
USER INSTRUCTIONS – VOICE TREE
(TWO OR MORE PHONES)

For the purpose of these instructions, Person #1 (Jim Smith) and Person #2 (Mary Jones) share a local (XXXXX), but each have their own telephone and their own mailbox. Jim Smith will be considered the “owner” of local XXXXX, and will be responsible for the maintenance of the MAIN MAILBOX, including Call Forwarding. Jim Smith will use Mailbox #1 (92333) as his personal mailbox, and Mary Jones will use Mailbox #2 (92777) as her personal mailbox.

NOTE: Some departments may choose to designate someone else (i.e., the Departmental Assistant or Department Secretary) to be responsible for the maintenance of the MAIN MAILBOX (to be the “owner”) rather than designating one of the users as the “owner”.

SETTING UP VOICE MAIL:

The “owner” of the LOCAL (Jim Smith) should access the MAIN MAILBOX (83) using the tutorial passcode (1-1-1-1-1-1), go through the tutorial and set up the mailbox as outlined in the Voice Mail handout. This will involve choosing a passcode, naming the mailbox (i.e., “Smith/Jones”), and recording the greeting for the Voice Tree (i.e., “You have reached the voice mailbox for Jim Smith and Mary Jones. To leave a message for Jim, please press 1. To leave a message for Mary, please press 2.”). Unless the names of the people sharing this local change, it is unlikely that this greeting would have to be changed. MAILBOX XXXXX WILL NOT CONTAIN ANY VOICE MESSAGES.

The “owner” of MAILBOX #1 (Jim Smith) should then access Mailbox #1 (8192333 press ‘*’ at the start of the greeting) using the tutorial passcode (1-1-1-1-1-1), go through the tutorial and set up their personal mailbox as outlined in the Voice Mail handout.

The “owner” of MAILBOX #2 (Mary Jones) should then access Mailbox #2 (8192777 press ‘*’ at the start of the greeting) using the tutorial passcode (1-1-1-1-1-1), go through the tutorial and set up their personal mailbox as outlined in the Voice Mail handout.

ACCESSING VOICE MAIL/RETRIEVING MESSAGES:

92333 is the mailbox that would be named “Jim Smith” and would have his personal greeting (i.e., “You have reached the voice mailbox for Jim Smith. I’m not available to take your call right now. Please leave a detailed message, and I will get back to you as soon as possible.”). This is the mailbox that will contain his voice messages. To access this mailbox from ON CAMPUS, Jim would enter 8192333 press ‘*’ at the start of the greeting, then his personal passcode, then follow the instructions in the Voice Mail User Instructions.

92777 is the mailbox that would be named “Mary Jones” and would have her personal greeting (i.e., “You have reached the voice mailbox for Mary Jones. I’m not available to take your call right now. Please leave a detailed message, and I will get back to you as soon as possible.”). This is the mailbox that will contain her voice messages. To access this mailbox from ON CAMPUS, Mary would enter 8192777 press ‘*’ at the start of the greeting, then her personal passcode, then follow the instructions in the Voice Mail User Instructions.

To access the Voice Mail from OFF CAMPUS, Jim and/or Mary should dial XXX-XXX-XXXXX and they will hear the greeting for the MAIN MAILBOX. They should then press ‘1’ or ‘2’ for their personal mailbox, and enter the asterisk (*) AS SOON AS THEY HEAR THEIR PERSONAL GREETING BEGIN. They will then be prompted to enter their passcode, after which they should follow the instructions in the Voice Mail handout.
NOTE: Only one person at a time can use the phone, as this is a shared local. This includes making phone calls, receiving phone calls and accessing voice mail.

Departments will have to work out a system to decide who answers the phone when it rings, how one user lets the other user know that the call is for them, how to determine if the line is in use before picking up the handset, etc.

NOTE: The Message Waiting Light will not work with a shared local, nor will the audible tone.
USER INSTRUCTIONS – BRIA CCS

Refer to:

http://www.sfu.ca/itservices/technical/phones/bria_ccs.html
BRITISH COLUMBIA UNIVERSITIES AND COLLEGES

B.C. Institute of Technology  
Burnaby Campus  
3700 Willingdon Avenue  
Burnaby, BC  V5G 3H2  
Telephone:  (604) 434-5734  
FAX:  (604) 434-6243

B.C. Institute of Technology  
Downtown Education Centre  
555 Seymour Street  
Vancouver, BC  V6B 3H6  
Telephone:  (604) 412-7777  
FAX:  (604) 687-2488

B.C. Institute of Technology  
Sea Island Campus  
5301 Airport Road  
Richmond, BC  V7B 1B5  
Telephone:  (604) 278-4831  
FAX:  (604) 278-5363

B.C. Institute of Technology  
Pacific Marine Training Campus  
265 West Esplanade  
North Vancouver, BC  V7M 1A5  
Telephone:  (604) 985-0622  
FAX:  (604) 985-2862

British Columbia, University of  
2329 West Mall  
Vancouver, BC  V6T 1W5  
Telephone:  (604) 822-2211

Camosun College  
Lansdowne Campus  
3100 Foul Bay Road  
Victoria, BC  V8P 5J2  
Telephone:  (250) 370-3000  
FAX:  (250) 370-3660

Camosun College  
Interurban Campus  
4461 Interurban Road  
Victoria, BC  V8X 3X1  
Telephone:  (250) 370-3841  
FAX:  (250) 370-3750

Capilano College  
2055 Purcell Way  
North Vancouver, BC  V7J 3H5  
Telephone:  (604) 986-1911  
FAX:  (604) 984-4985

Capilano College  
Sechelt Campus  
5627 Inlet Avenue  
Sechelt, BC  V0N 3A0  
Telephone:  (250) 887-1535  
FAX:  (250) 885-9350

Capilano College  
Squamish Campus  
1150 Carson Place  
Squamish, BC  V0N 3G0  
Toll Free Telephone:  (604) 986-3515  
FAX:  (604) 892-9274

Cariboo, University College of the  
Merritt Centre  
Box 1759  
Merritt, BC  V0K 2B0  
Telephone:  (250) 378-2967  
FAX:  (250) 378-6616

Cariboo, University College of the  
100 Mile House Centre  
Box 2109  
100 Mile House, BC  V0K 2E0  
Telephone:  (250) 395-3115

Cariboo, University College of the  
Williams Lake Centre  
351 Hodgson Road  
Williams Lake, BC  V2G 3P7  
Telephone:  (250) 392-6202  
FAX:  (250) 392-4984

Cariboo, University College of the  
UCC Foundation Centre  
Box 3283  
Kamloops, BC  V2C 6B8  
Telephone:  (604) 828-5264  
FAX:  (604) 828-5265

Douglas College  
(mailing address for all campuses)  
P.O. Box 2503  
New Westminster, BC  V3L 5B2
BRITISH COLUMBIA UNIVERSITIES AND COLLEGES
(continued)

Douglas College
New Westminster Campus
700 Royal Avenue
New Westminster, BC V3L 5B2
Telephone: (604) 527-5400
FAX: (604) 527-5095

Douglas College
Pinetree Way Campus
1250 Pinetree Way
Coquitlam, BC V3B 7X3
Telephone: (604) 527-5400
FAX: (604) 527-5969

Emily Carr Institute of Art & Design
1399 Johnson Street
Granville Island
Vancouver, BC V6H 3R9
Telephone: (604) 844-3800
FAX: (604) 844-3801

Justice Institute of B.C.
715 McBride Boulevard
New Westminster, BC V3L 5T4
Telephone: (604) 525-5422

Fraser Valley, University College of the East Campus
45635 Yale Road
Chilliwack, BC V2P 6T4
Telephone: (604) 792-0025
FAX: (604) 792-2388

Fraser Valley, University College of the West Campus
33844 King Road
Abbotsford, BC V2S 7M9
Telephone: (604) 504-7441

Fraser Valley, University College of the Agassiz Information Centre
P.O. Box 564
7069 Cheam Avenue
Agassiz, BC V0M 1A0
Telephone: (604) 796-2654
FAX: (604) 796-2517

Fraser Valley, University College of the Hope Centre
345 Raab Street
Box 1899
Hope, BC V0X 1L0
Telephone: (604) 869-9991
FAX: (604) 869-7431

Fraser Valley, University College of the Mission Centre
32335 Fletcher Avenue
Mission, BC V2V 4N3
Telephone: (604) 826-9544
FAX: (604) 826-0681

Kwantlen University College
(mailing address for all campuses)
P.O. Box 9030
Surrey, BC V3W 2M8
Telephone: (604) 599-2100
FAX: (604) 599-3277

Kwantlen University College
Langley Campus
20901 Langley By-Pass
Langley, BC V3A 8G9
Telephone: (604) 599-2100
FAX: (604) 599-2902

Kwantlen University College
Newton Campus
13479 - 77 Avenue
Surrey, BC V6X 2A7
Telephone: (604) 599-2100
FAX: (604) 599-2902

Kwantlen University College
Richmond Campus
8771 Lansdowne Road
Richmond, BC V6X 3V8
Telephone: (604) 599-2100
FAX: (604) 599-2578

Kwantlen University College
Surrey Campus
12666 - 72nd Avenue
Surrey, BC V3W 2M8
Telephone: (604) 599-2100
FAX: (604) 599-2068

Langara College
100 West 49th Avenue
Vancouver, BC V5Y 2Z6
Telephone: (604) 323-5511
FAX: (604) 323-5555

Malaspina University College
900 Fifth Street
Nanaimo, BC V9R 5S5
Telephone: (250) 753-3245
FAX: (250) 755-8725
BRITISH COLUMBIA UNIVERSITIES AND COLLEGES
(continued)

Malaspina University College
Cowichan Campus
222 Cowichan Way
R.R. 6
Duncan, BC  V9L 4T8
Telephone:  (250) 748-2591
FAX:  (250) 746-3529

Malaspina University College
Parksville/Qualicum Campus
223 Mills Street
Box 42
Parksville, BC  V9R 2S0
Telephone:  (250) 248-2096
FAX:  (250) 248-9792

Malaspina University College
Powell River Campus
3960 Selkirk Avenue
Powell River, BC  V8A 3C6
Telephone:  (604) 485-2878
FAX:  (604) 485-2868

New Caledonia, College of
3330  -  22nd Avenue
Prince George  V2N 1P8
Telephone:  (250) 562-2131

Nicola Valley Institute of Technology
Box 399
2196 Quilchena Avenue
Merritt, BC  V0K 2B0
FAX:  (250) 378-3332

North Island College
Regional Administration
2300 Ryan Road
Courtenay, BC  V9N 8N6
Telephone:  (250) 334-5000

North Island College
Campbell River Region
1480 Elm Street
Campbell River, BC  V9W 3A6
Telephone:  (250) 286-8911
FAX:  (250) 286-8900

North Island College
Comox Valley Region
2300 Ryan Road
Courtenay, BC  V9N 8N6
Telephone:  (250) 334-5000
FAX:  (250) 334-5018

North Island College
Port Alberni Region
3699 Roger Street
Port Alberni, BC  V9Y 8E3
Telephone:  (250) 724-8711
FAX:  (250) 724-8700

North Island College
Port Hardy Region
9300 Trustee Road
North Island Mall
P.O. Box 901
Port Hardy, BC  V0N 2P0
Telephone:  (250) 949-7912
FAX:  (250) 949-2617

Northern British Columbia, University of
3333 University Way
Prince George, BC  V2N 4Z9
Telephone:  (250) 960-5555
FAX:  (250) 960-5791

Northern Lights College
Regional Office
11401 - 8th Street
Dawson Creek, BC  V1G 4G2
Telephone:  (250) 782-5251
FAX:  (250) 782-5233

Northern Lights College
Chetwynd Centre
Box 1180
5132 - 50th Street
Chetwynd, BC  V0C 1J0

Northern Lights College
Dawson Creek Centre
11401 - 8th Street
Dawson Creek, BC  V1G 4G2
Telephone:  (250) 782-5251
FAX:  (250) 782-6069

Northern Lights College
Fort Nelson Creek Centre
Box 860
5504 Simpson Trail
Fort Nelson, BC  V0C 1R0

Northern Lights College
Fort St. John Centre
Box 1000
9820 - 120th Avenue
Fort St. John, BC  V1J 6K1
Telephone:  (250) 785-6981
FAX:  (250) 785-1294
BRITISH COLUMBIA UNIVERSITIES AND COLLEGES
(continued)

Northern Lights College
Tumbler Ridge Centre
Box 180
#206 - 235 Front Street
Tumbler Ridge, BC  V0C 2W0

Northern Lights College
Stikine Centre
Box 220
Deas Lake, BC  V0X 1L0

Northwest Community College
5331 McConnell Avenue
Box 726
Terrace, BC  V8G 4C2
Telephone:  (250) 635-6511
FAX:  (250) 635-3511

Okanagan University College
3333 College Way
Kelowna, BC  V1V 1V7
Telephone:  (250) 762-5445
FAX:  (250) 470-6009

Okanagan University College
Kalamalka Campus
7000 College Way
Vernon, BC  V1B 2N5
Telephone:  (250) 545-7291
FAX:  (250) 545-3277

Okanagan University College
Penticton Campus
583 Hastings Avenue
Penticton, BC  V2A 8E1
Telephone:  (250) 492-4305
FAX:  (250) 492-5355

Okanagan University College
Salmon Arm Campus
Box 189
Salmon Arm, BC  V1E 4N3
Telephone:  (250) 832-2126
FAX:  (250) 832-4368

Open Learning Agency
4355 Mathiess Place
Burnaby, BC  V5G 4S8
Telephone:  (604) 431-3000
FAX:  (604) 431-3333
Toll Free:  1-800-663-1663

Open Learning Agency
Vancouver Island/Coast Regional Office
838 Fort Street
Victoria, BC  V8W 1H8
Telephone:  (250) 356-8058
FAX:  (250) 356-0008

Open Learning Agency
Prince George Regional Office
1445 - 10th Avenue
Prince George, BC  V2L 2L2
Telephone:  (250) 563-0185
FAX:  (250) 562-4774

Open Learning Agency
Kamloops Regional Office
1096 Lama Drive
Kamloops, BC  V2C 5C4
Telephone:  (250) 573-3564
FAX:  (250) 374-2859

Open Learning Agency
Rockies, College of the
2700 College Way
Cranbrook, BC  V1C 5L7

Royal Roads University
2005 Sooke Road
Victoria, BC  V9B 5Y2
Telephone:  (250) 391-2511
FAX:  (250) 291-2500

Selkirk College
Castlegar Campus
301 Frank Beinder Way
Box 1200
Castlegar, BC  V1N 3J1
Telephone:  (250) 365-7292
FAX:  (250) 365-0534

Selkirk College
Nelson Campus
2001 Silver King road
Nelson, BC  V1L 1C8
Telephone:  (250) 352-6601
FAX:  (250) 352-3180

Selkirk College
Trail Campus
900 Helena Street
Trail, BC  V1R 4S6
Telephone:  (250) 368-5236
FAX:  (250) 368-4983
BRITISH COLUMBIA UNIVERSITIES AND COLLEGES
(continued)

Trinity Western University
7600 Glover Road
Langley, BC  V3A 6H4
 Telephone:  (604) 888-7511
          FAX:  (604) 888-5336

Vancouver Community College
City Centre Campus
250 West Pender Street
Vancouver, BC  V6B 1S9
 Telephone:  (604) 443-8300
          FAX:  (604) 443-8588

Vancouver Community College
Continuing Education
1155 East Broadway
Box 24785
Vancouver, BC  V5N 5V2
 Telephone:  (604) 871-7070
          FAX:  (604) 871-7300

Vancouver Community College
King Edward Campus
1155 East Broadway
Box 24620
Vancouver, BC  V5N 5T9
 Telephone:  (604) 871-7000
          FAX:  (604) 871-7100

Victoria, University of
P.O. Box 1700, Station COMML SERVCNT
Victoria, BC  V8W 2Y2
 Telephone:  (250) 721-7211
          FAX:  (250) 721-8653 or 271-7212