

GENERAL TELEPHONE INFORMATION

Basic Telephone Instructions

Types of Phones

DT or the newer FT - This user-friendly, 24 button digital telephone is the standard UT-HSC telephone. See figure 1 for an example of the DT type instrument. The DT/FT 24DS is a fully programmable feature phone with 2-way speakers and displays that show the date, time and Caller ID. In order to be in service these phones must be connected to a Fujitsu F9600 PBX telephone system. Due to the fact that each phone is individually programmed to a specific jack, **no telephones can be moved without a telephone technician being involved. Contact Telecommunication Services for any telephone related questions.**

SLT -This stands for a single line telephone, sometimes referred to as an analog telephone. It is a standard telephone that can be programmed with either dial-in and/or dial-out capabilities. The SLT has no display, no feature buttons and is not hands-free. While the SLT telephone is typically utilized as a non-featured courtesy or guest phone, this phone can have a limited number of features that are accessed by using specific feature codes. For more details contact the telecommunications office. If necessary, voicemail can also be added to this phone.

Telephone numbers within the UTHHSC:

For an extension with a "500" prefix: DIAL the 4 digit extension number (e.g. 2222)

Telephone numbers within the Houston local calling area:

For all **local numbers** in the "713", "281" and "832" area codes: DIAL *9 + the appropriate area code + the 7 digit telephone

number. Note, not all numbers in these 3 area codes are local numbers. Some may require the use of your long distance authorization

code in order to complete the call.

For local **directory assistance**: DIAL *9 + 1411 + your long distance authorization code.

Long distance calling:

For long distance numbers: DIAL *9 +1 + (area code) + 7 digit number (e.g. *9-1-614-792-8378).

Wait for the tone and then enter your authorization code.

For long distance via toll free area codes; 800, 866, 877 or 888: DIAL *9 + 1 + toll free area code + 7 digit number.

When including a long distance number in a conference call, always call the long distance number first in order for the system to

accept the long distance access code.

For equal access (other long distance companies): When using your own personal calling card from an HSC telephone, dial your long

distance carrier's toll free number as shown on your card. Then follow the dialing instructions your carrier will

supply during the call.

EMERGENCY DIALINGDIAL 911

Feature Buttons-Speaker-Microphone

Each DT/FT telephone instrument has eight fixed feature buttons. The features accessed by these buttons are standard on all DT/FT telephones. Each feature and programmable button has an associated lamp that lights whenever you use the button or assigned feature. A speaker is built in on every DT/FT that lets you hear the various ringing patterns that come from the telephone's electronic ringer. All DT/FT sets include a microphone that enables you to use your telephone without lifting the handset.

While the SLT telephone is typically utilized as a non-featured courtesy or guest phone, an SLT can have a limited number of features that are accessed by using specific feature codes. For more details contact the telecommunications office.

Fixed Feature Buttons: All DT/FT telephones have eight fixed feature buttons that are standard on all digital telephones.

New Call Button: The New Call button disconnects your current call, gives you a new dial tone, and eliminates the need to hang up the handset to make a new call.

Park Button: The Park button lets you “park” a call or pick up a parked call from your extension or from a different extension. Once a call is parked, you can make or receive other calls on your extension.

To place a call on park...

While on the call depress the PARK button for dial tone.
Dial a 4 digit number.
Listen for the service tone and then hang up.

To pick up a parked call from your extension or a different extension...

Lift the handset and press the PARK button.
Enter the **same** 4 digit number used when the call was parked.

Flash Button: The Flash button is used to alternate between calls when using the 3-way conference feature.

Camp-On Button: Once a busy signal is heard the Camp-On button allows the caller to camp-on and “save a place in line.” This feature will activate on internal numbers only. Due to the fact that most phones have two lines and voicemail, a busy signal will rarely be heard.

Transfer Button: The Transfer button lets you transfer a call to another extension or outside line.

Mic-Off Button: The Mic-Off button turns the microphone on the telephone instrument on and off. You use this button in the speakerphone operation to keep the connected party from hearing any conversation.

Hold Button: The Hold button places a call on hold.

Speaker Button: The Speaker button lets you speak on the telephone without picking up the handset, provided your instrument has

speakerphone capability. If you do not have that capability, the speaker can act as a monitor.

Other Options

Ringling Adjustment: The ringling tone on the DT type instrument can be adjusted by depressing the round button at the top of the phone. On the FT instrument the RG TONE button is used to set the pitch to one of eight possible settings while the telephone is ringling.

Contrast Adjustment: On the DT type instrument the two buttons adjacent to the Ringling Adjustment button have three functions. They regulate the display contrast when the receiver is in place. They control voice volume when the receiver is being used and they control ringer volume when the phone is ringling. On the FT instrument the contrast control button (arrows on either side of the RG TONE button) let you adjust the contrast of the display screen. Press the up arrow to darken the display or the down arrow to lighten the display while the handset is on-hook.

How to: Answer a call:

To answer a ringling phone...

Lift the handset and answer OR If you have a speakerphone, press SPEAKER and speak.

NOTE: Lifting the handset or pressing the speaker button acts as the same function Place a Call

To place an inside call...

Lift the handset and dial the four digit extension number OR Without lifting the handset dial an extension. When the called party answers lift the handset and talk OR if you have a speakerphone, you may begin talking without picking up the handset.

To place an outside call...

Lift the handset and dial *9, then the area code, 713, 281, or 832 and your 7 digit number OR Without lifting your handset, dial *9 then the area code, 713, 281, or 832 and the 7 digit number.

Transfer a Call

To transfer to an internal extension...

Press the TRANSFER button, dial the 4 digit extension number being transferred to, and then hang up to complete a blind transfer OR Press the TRANSFER button, dial the 4 digit extension number being transferred to, announce the call, and then hang up.

NOTE: If the called extension number is busy or does not answer, press FLASH to return to the original caller.

If the transferred call enters the voice mail system, press the FLASH button twice to disconnect voice mail and then press FLASH again to return to the original caller.

To transfer to an external number...

Press the TRANSFER button, dial *9, then the area code, 713, 281, or 832 and the desired 7 digit number then hang up. Press the TRANSFER button, dial *9, then the area code, 713, 281, or 832, then the desired 7 digit number and announce the call, then hang up.

NOTE: If the called number is busy or does not answer, press FLASH to return to the original caller. Three-Way Conference

To add an inside extension to an existing call and make it a 3-way conference call...

Press the FLASH button.
Dial the third party's 4 digit extension.
Announce the conference to take place.

Press the FLASH button again to establish the 3-way conference call.

To add an outside party to an existing call and make it a 3-way conference call...

Press the FLASH button.
Dial *9, then the area code, 713, 281, or 832 then the desired 7 digit telephone number.

Announce the conference to take place.
Press the FLASH button again to establish the 3-way conference call.

NOTE: The existing call is automatically put on hold when the FLASH button is pushed the first time, and

the caller does not hear your announcement to the third party

Hold

To place a regular call or a 3-way conference call on hold...

Press the red HOLD button once to place a call on hold. The line will slowly flash green while on hold. (Using the red HOLD button causes a 4 second delay when returning to the caller on hold.)

Press the red HOLD button twice to place a call on executive hold. This hold can only be released on the same telephone where the HOLD button was originally pressed twice. The line will slowly flash green while on hold (Using the red HOLD button causes a 4 second delay when returning to the caller on hold.)

If you are on your first line and the second line rings, depressing the ringing second line will automatically put the first line on hold.

To return to the party on hold...

Lift the handset or press the SPEAKER button.
Depress the flashing green line button.

NOTE: Calls on hold will double flash in green on your instrument panel. A steady slow blinking green light indicates a line in active use. Incoming calls will flash in red.

Join Call

This programmable feature, contact Telecommunication Services for details, allows the user to join two calls: one on hold and the other in the talking state using the other line.

While talking to a party on the line, with a held call (non-exclusive hold) on the other line, press the FAB (Feature Access Button) labeled JOIN to activate the Join Call feature.

Press the line button that has the call on hold. The call in the talking state is joined to the call on hold and the result is a three-party conference.

NOTE: This conference call uses the line which had been used by the call on hold. Also, the user may go on-hold while the call is retained between the other two parties.

Program Button

Use the program button for...

Depressing the PROGRAM button lets you assign, change, or display features that can be programmed into the available buttons on your telephone.

Programming an Autodial Button

To program an autodial button for an inside extension...

Press the PROGRAM button.
Press a blank AUTODIAL button.

Enter the 4 digit extension number.
Press the PROGRAM button once again.

To program an autodial button for an external number...

Press the PROGRAM button.
Press a blank AUTODIAL button.
Enter *9 and the local or long distance number.
Press the PROGRAM button once again.

To clear an autodial button...

Press the PROGRAM button.
Press the programmed AUTODIAL button.
Press the NEW CALL button.
Press the PROGRAM button once again.

To access the programmed autodial number...

Lift the handset or press the SPEAKER button.
Press the programmed AUTODIAL button. The system will make the call for you.

Shift for Autodialing

To use the shift button...

Depressing the SHIFT button enables you to switch back and forth from the high position to the low position that allows you to program two telephone numbers into every AUTODIAL button. The two lights above the SHIFT button will indicate whether you have accessed the high or the low position. If you program two telephone numbers into an autodial button, be sure to check the position of the light before depressing the AUTODIAL button.

Save Number Redial

To save the last number dialed on the keypad...

After the connection has been made, press the SAVED # button.

To dial a saved number...

Lift the handset or press the SPEAKER button and press the SAVED # button. The system will complete the call for you.

Last Number Redial

To redial the last number dialed on the keypad...

Lift the handset or press the SPEAKER button and press the REDIAL button. The system will complete the call for you.

NOTE: The number in REDIAL will change every time you use the keypad. The REDIAL button will not redial calls placed using an AUTODIAL button or the SAVED # button.

Programming Station Speed Dialing

*To program up to 10 individual station speed dialing codes (*320, *321, *322, *323....*329)*

Select a ten station speed dialing code number (0,1,2,3,4,5,6,7,8, or 9).

Dial #32 + **1 digit station speed dialing number** + *9 + the area code + local or long distance number (e.g. #32 + 0 + *9 + 281-792-

8378) OR (e.g. #32 + 1 + digit station speed dialing + *9 + 1-714-792-8378)

Wait for the confirmation tone and then hang up.

To use station speed dialing...

Dial *32 + **1 digit station speed dialing number**. (e.g. *32 + 0) The system will complete the call for you.

To clear a speed dialing number...

Dial #32 + **1 digit station speed dialing number** to be cleared. (e.g. #32 + 0) Wait for the confirmation tone and then hang up.

Call Forwarding

To call forward all incoming calls to your extension to another extension (internal number) or to an external number (a number not associated with the "500" exchange

Lift the handset or press the SPEAKER button Press the FWD ALL button Dial the 4 digit extension number for internal forwarding or dial *9 + the local area code + the seven digit number of the external destination. Listen for the confirmation tone and then hang up.

To call forward all incoming calls to voice mail...

Lift the handset or press the SPEAKER button.

Press the FWD ALL button.

Dial 9696 (Medical School Bldg. will dial 5555).

Listen for the confirmation tone and then hang up.

To remove call forwarding...

Lift the handset or press the SPEAKER button.
Press the FWD ALL button. (The display will say "Canceled.")
Listen for the confirmation tone and then hang up.

Forced Call Forwarding

This programmable feature, contact Telecommunication Services for details, allows the user to forward a ringing call to a pre-programmed destination without answering. For example, if your phone forwards to voice mail on a busy or no answer basis, this feature will follow that programming.

While receiving a call press the Forced Call Forwarding button to automatically forward the call. If the calling station is a display telephone, it receives a call forwarding - don't answer indication. The receiving display telephone shows the number of both the calling party and forwarding station.

Flexible Call Forwarding Without Answer

This programmable feature, contact Telecommunication Services for details, allows the user to transfer a ringing call without answering the call.

Forwarding to an internal extension number:

Press the FAB (Feature Access Button) labeled, W/O ANSW, when a call is terminating to the prime line or the virtual line of the digital telephone.

Press the flashing (ringing) line button.

Dial the forwarded-to station number (may be a Speed Dialing number) and the # sign to transfer call
The call will then be transferred to the destination without answering.

NOTE: If the forwarded-to station does not answer, the call will forward into the originator's pre-programmed system destination.

Forwarding to and external number:

Press the FAB (Feature Access Button) labeled, W/O ANSW, when a call is terminating to the prime line or the virtual line of the digital telephone.

Press the flashing (ringing) line button.

Dial *9, then the area code, 713, 281, or 832 then the 7 digit telephone number and the # sign to transfer call.
The call will then be transferred to the destination without answering.

Pick-Up Groups

This programmable feature, contact Telecommunication Services for details, allows the user to answer any ringing extension in the users call pick-up group...

Lift the handset or press the SPEAKER button and listen for the dial tone. Press the PICKUP button to connect to the calling party.

Intercom Group Group

To use a non private intercom...

Lift the handset or press the SPEAKER button.
Press the INT button.
Enter the intercom number and you will be connected.

Group Page

This programmable feature, contact Telecommunication Services for details, gives users the ability to broadcast a message through the speaker of the multi-line digital telephone. Up to 20 telephones can be combined to form a group. The number of groups that can be formed is dictated by which F9600 processor is to be utilized.

VOICE MAIL INSTRUCTIONS

The new voicemail pilot number is 9777; this number replaces 5555 and 9696.

**TO ACCESS VOICE MAIL
DIAL 9777**

Mailbox Setup

To set up your mailbox from your phone...

From your phone: dial 9777

Enter your temporary security code of 1234

This will activate the user tutorial that will require you to:

Change the temporary security code: your new code can be from 4 to 15 digits

Record a personal greeting

Record your name

To setup your mailbox from an outside line...

Dial 713-500-9777, you will hear:

“Thank you for calling the University of Texas Health Science center at Houston, if you know your parties 4 digit extension, dial it now OR press the * key to access you mailbox”

Press * to enter your mailbox, dial your mailbox number

Enter you temporary security code of 1234

This will activate the user tutorial that will require you to:

Change the temporary security code: your new code can be from 4 to 15 digits

Record a personal greeting

Record your name

Accessing your mailbox

To enter your mailbox from your extension...

Dial 9777. OR

If the MESSAGE button light is flashing red:

Get dial tone by lifting your receiver or press the speaker button.

Press the MESSAGE button.

Enter your security code

To enter your mailbox from an inside extension (other that your own)...

Dial 9777.

When the system answers, press the * key to get to the main menu, you will hear

“Thank you for calling the University of Texas Health Science center at Houston, if you know your parties 4 digit extension, dial it now OR press the * key to access you mailbox“

Press the * key

Dial your mailbox number

Enter your security code

To enter your mailbox from an outside line...

Dial 713-500-9777.

You will hear: “Thank you for calling the University of Texas Health Science Center at Houston, if you know your parties 4 digit extension, dial it now OR press the * key to access your mailbox”

Press the *, you will hear: “please enter your mailbox number”

Dial your mailbox number + your security code.

Once you enter your security code, you can choose from the following options:

Press P (7 key) to play MESSAGES

Press M (6 key) to MAKE a new MESSAGE

Press U (8 key) for USER OPTIONS

Press X (9 key) to EXIT THE SYSTEM (this option only takes you back to the main system greeting) to exit the system; please hang up your phone.

Playing Messages

Once in the voicemail system, to play your messages...

Press P (7 key) to PLAY a message, once you have listened to your message you can do one of the following:

Press P (7 key) to PLAY MESSAGE AGAIN

Press A (2 key) to ANSWER message (internal only)

Press 2 to record your answer, once you have finished recording your answer, press to # key.

Press R (7 key) to REVIEW your recording.

Press D (3 key) to DISCARD and record over again.

Press A (2 key) to APPEND to it and keep recording your answer.

If you APPEND to your message, once you have finished your recording, press the # key to stop recording.

Press M (6 key) to access MESSAGING ADDRESSING options menu.

Once you press this option, you will be given the following 5 options:

Press C (2 key) for CONFIDENTAL delivery. (Message forwarding isn't allowed)

Press R (7 key) to REQUEST a RECEIPT. (The system will send you a message with the date and time that the message was read by the receiving party)

Press U (8 key) for URGENT delivery.

Press F (3 key) to activate FUTURE delivery. (Enter date and time for delivery)

Press X (9 key) to EXIT the message addressing menu.

Press X (9 key) to SEND the message and exit to the main menu.

Note Once you press the X (9 key) the system will tell you that you can now act on the original message (keep or discard)

Press G (4 key) to GIVE message to another user.

Enter to 4 digit extension number of the message destination.

Press # or wait to begin recording additional comments.

Press # to stop recording.

Press X (9 key) to SEND the message and exit to the main menu.

Press K (5 key) to KEEP the message.

Press D (3 key) to DISCARD the message.

Press M (6 key) to MAKE A NEW MESSAGE

Enter the mailbox number you want to make a message for, (dial XXXX), you will then hear “this message will be sent to” (the system will play the users recorded name).

“Please enter another mailbox number (you will do this if you want to make the message for several folks at one time).

“Press the * to delete the current mailbox” (this will cancel the mailbox number you just entered to make a message for).

“To record your message you may either press # or wait”; to stop recording, press # at any time”, you will then be given the following options:

Press R (7 key) to REVIEW your recording.

Press D (3 key) to DISCARD and record over again.

Press A (2 key) to APPEND to it and keep recording your answer.

If you APPEND to your message, once you have finished your recording, press the # key to stop recording.

Press M (6 key) to access MESSAGING ADDRESSING options menu.

Once you press this option, you will be given the following 5 options:

Press C (2 key) for CONFIDENTAL delivery. (Message forwarding isn't allowed)

Press R (7 key) to REQUEST a RECEIPT. (The system will send you the date and time that the message was read by the receiving party)

Press U (8 key) for URGENT delivery.

Press F (3 key) to activate FUTURE delivery. (Enter date and time for delivery)

Press X (9 key) to EXIT the message addressing menu.

Press X to send your message and exit to the main menu

PRESS U (8 key) for USER OPTIONS

Press 1 for PERSONAL options.

Press 1 to change MESSAGE NOTIFICATION. (It is recommended that you not change this option, it could cause you to not get all of your messages)

Press 2 to change DAILY MESSAGE REMINDER. (You can setup your mailbox to call an alternate number (cell phone or home phone..ect) to let you know you have messages, When the system calls you, you are connected to the voicemail system and you can deal with you messages at that time)

Press 3 to change PERSONAL GREETING

Press 2 to record your normal greeting

Press 3 to record and set your out of office greeting. If you record your out of office greeting it is automatically activated once you save the greeting.

Press 4 to change SECURITY CODE.

Press 5 to record your NAME

To quit, press the * key.

Press 2 for MESSAGING options.

Press 3 to modify a PERSONAL DISTRIBUTION LIST. (To send the same message to multiple mailboxes at the same time) Telecommunications will have to setup the distribution list for you, once it has been established; you can modify it as needed.

Press 4 for MESSAGE FORWARDING options. (Automatically forward messages to another mailbox)

Press 5 for MESSAGE PRESENTATION ORDERING. (first in, first out or last in first out)

Press 6 for ENVELOPE SETTINGS.

Press 1 to hear envelope information before the message

Press 2 to hear envelope information after the message

Press 9 to hear envelope information only on request

Press * to QUIT.

Press 4 to record your STANDARD GREETING.

Press 6 to record your OUT OF OFFICE GREETING. **(Replaces the conditional greeting)**

To QUIT phone manager, press the * key.

Press X (9 key) to EXIT THE SYSTEM (this option only takes you back to the main system greeting) to exit the system; please hang up your phone.

NOTE: if you accidentally discard a message, you can retrieve it IMMEDIATELY by pressing *, if you do not press the * key IMMEDIATELY, your deleted message is gone.

Messages are kept for 30 days. All messages will be deleted from the system after 30 days (new or saved) without notification and cannot be retrieved.

Transferring someone directly to a voicemail box:

While on a call, without putting the caller on hold; hit the transfer button on the phone and dial 9777, you will hear the main system greeting.

Press the # key and dial the mailbox number, as soon as you hear the users greeting come on, hang up the phone so that person on the other end of the line will be able to hear the mailbox greeting.

Setting up your OUT OF OFFICE GREETING:

Dial into your voicemail box, enter your security code

Press 8 (U) for user options

Press 6 to record your out of office greeting

You will hear “Start recording your greeting at the tone, to stop recording, press any key”.

When you finish recorded the greeting you will hear “To save your out of office greeting, press the # key, to quit, press the * key”, if you press #, you will hear “the message has been saved”

Your out of office greeting is now active. Your out of office greeting will remain active until you enter your mailbox and turn it off.

Turning off your OUT OF OFFICE GREETING

When you enter your mailbox, enter your security code

The system will tell you “your out of office greeting is on, to turn it off, press 4”, if you wish to leave the out of office greeting active, press 5.

****Note****

If you are a system user that changes your message on a daily basis, you can change your personal greeting or the out of office greeting for these.

Setting up voicemail on pilot (main) phone numbers

Pilot numbers are phone numbers that do not have a physical instrument that they belong to.

Dial 9777

Press the * key

You will hear the main University greeting, Press the * key again

You will be asked to enter your mailbox number, dial the mailbox number for the pilot (main) number

You will be asked to enter your security code, put in 1234 (system default), the tutorial will walk you through getting the mailbox setup.

Is it possible to get a message light on my phone for a pilot number so that I know when there is a message for that mailbox?

Yes, a common message waiting button can be programmed on one or more phones for a pilot number.

If I forward my phone to voicemail by using the call forward or forward all features, what number do I forward too?

You forward your calls to 9777, DO NOT forward to 5555 or 9696 any longer.

If I want to mark a message as urgent for the called party, how do I do this?

Once you have recorded your message, press any key to stop the recording, listen for the option for Urgent delivery (press the 7 key), once you have done this you can hang up and your message will be delivered or you can press the 5 key to have your message delivered.

HOW TO ACCESS HEAT FOR TELEPHONE MOVES, ADDS, CHANGES AND REPAIRS

Go to the UT Home Page on the Web

Type "HEAT" in the search box

Click on "HEAT Call Tracking System"

Click on "Web form to enter a request into the HEAT system"

Enter your email address and type your request in the text box and click on the submit button

Once you have submitted your request, you will be sent an email with confirmation along with a ticket number.

The HEAT system

will reference this number when giving you a status on your request.

You can also check on the status of your request using your ticket number by following the same steps for accessing the HEAT form.

