

Central Piedmont Community College Telephone System Information

The following calls are unauthorized and not to be placed from a college telephone:

- Employees are not to authorize collect calls to the College
- Personal Directory information calls to 411 or 555-1212
- Personal long distance calls, unless made with a personal credit card

Note: Your personal long distance carrier must have an 800, access number.

Local and Toll Free Calls:

- To make a local area call, dial 9 + 704 or 980 + Number
- To make a toll free call, dial 9 + 1 + 800 or 888 or 877 + Number

Examples

Charlotte 9 + 704 + 375-6711

Charlotte 9 + 908 + 375-6711

Toll Free 9 + 1 + 800 + 556-1234

Please see the Bellsouth white pages for the, local area exchange list.

Long Distance Calls:

Your phone must have long distance capability to make these calls. Division directors / department heads must authorize long distance capabilities for employees.

- To make a long distance call outside the local dialing area or to exchanges in the Bellsouth expanded calling plan area or to any U.S., Canada or Caribbean area
Dial 8 + Area Code + Number

Examples

Gastonia, N.C. 8-704-767-1234

Raleigh, N.C. 8-919-981-1234

Dallas, TX 8-214-432-1234

Montreal, Canada 8-513-654-1234

Barbados, Caribbean 8-246-234-1234

Note: Expanded Area Calling Plan Exchange numbers must be dialed as a long distance call from the college.

Please see the Bellsouth white pages for the, expanded area calling plan exchange list.

International Calls:

Your phone must have international long distance capability to make these calls. Division directors / department heads must authorize long distance capabilities for employees.

- To make a long distance call outside the U.S., dial 9 + 011 + Country Code + City Code + Number

Example

Naples, Italy 9 + 011 + 39 + 81 + Number

Please see the Bellsouth white pages for the Country and City code list.

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M2008



M2616

Most people will use the 8 button phone (M2008) while some will use the 16 button phone (M2616). All of these phones have speaker phone and display features built-in. The display will show the caller ID and other relevant information.

Features:

- ❖ **TRANSFER** – to transfer a call, press the Transfer key, this will place your call on “soft hold”(the “held” party cannot hear anything you say). The indicator beside the extension will flash. After pressing Transfer, dial the number you wish to transfer the call to; either wait for the dialed party to answer and announce your call or simply press Transfer again to connect the two parties. The call on your extension will be gone. If you make a mistake while dialing, simply press the extension button with the original call and start over. Remember, you have to press transfer a second time to connect the two parties.
- ❖ **CONFERENCE** – You have the capability to set up a conference call of up to 6 parties including yourself.
 - If you have received a call and you wish to bring other people in a conference call with the calling party, Press Conference key, dial the 1st party. (Once you press Conference, the original call is placed on “soft hold”. They cannot hear anything said until Conference is pressed again.) The display will read, “Conference at anytime.”
 - If you wish to initiate a conference call with other people, dial the 1st party, notify them that you are going to place them in a conference call, press Conference key, dial the 2nd party. (Once you press Conference, the original call is placed on “soft hold”. They cannot hear anything said until Conference is pressed again.) The display will read, “Conference at anytime.”
 - To complete the conference, press conference a second time. Now all connected parties can hear each other. To conference another person, repeat the above step.
 - If you make a mistake while dialing, just press the extension button with the original call and start over.
- ❖ **LAST NUMBER REDIAL** – To redial the last number dialed, simply press the extension key twice.
- ❖ **MESSAGE** – There is a triangular red light on the top right corner of the phone set. Any new message will light this red light, and an indicator beside Message key will flash.
 - To check messages, press your extension key; then press message key. This will automatically dial 6330 (the voice mail number).
 - Please follow voice mail instructions available on a separate sheet.

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- ❖ **HANDSFREE** - All new phones are equipped for handsfree (HF) use as speaker phones. This feature can be used in two ways:
 - Press the Handsfree button, instead of picking up the handset; or
 - Press the button for extension in use.
- While on a HF call, you may push the HF button, which turns on mute. The indicator beside the HF button will flash. This means your party cannot hear anything you say or do until you turn mute off (the indicator light will be steady when mute is off).
- At anytime during a call, you may press the HF button, and release the handset. This will not hang up on your party.
- ❖ **HANG UP:** When on a handsfree call, press the Rls (release key) to hang up and terminate the call.
- ❖ **SPEED CALL** – This feature will allow you to store up to 10 frequently called numbers.
 - To program your speed call numbers, do not pick up the handset. Press Speed call key, press 00 to program the 1st number. Enter the phone number as you would dial it normally (e.g. 9,704,555-9876). Press Speed call key again to save.
 - To make a call to one of the speed dial numbers, press extension key (receive dial tone), press speed call key & enter 2 digit # you programmed (e.g. 00, 01, 02, etc.)
- ❖ **CALL ON HOLD:** Some phones are equipped with two or more extensions. At times you may receive a second call while you are talking to someone on the phone. You may place the 1st extension on hold, and take the second call. If you do not place the first extension on hold and simply take the second call by pressing the button for the second extension, you will hang up on the 1st caller.
 - To place a call on hold:
 - Press the Hold button; the indicator will flash next to the extension on hold.
 - To return to a call on hold:
 - Press the extension button with the flashing indicator to return to the held call.
- ❖ **AUTODIAL** – This feature will store 1 preprogrammed number on an available key. (Only on 16 button sets)
 - To program: Press available autodial key, enter number to be dialed (e.g. 9,704,555-9876). Press the key again to save.
 - To use: Press an extension key (receive dial tone), press the desired autodial key.
- ❖ **Call Pickup** – This feature allows you to pick up someone else's phone without leaving your desk. This feature requires pickup groups to be built. All requests for a pickup group must be forwarded to Scott Sides after the cutover is complete. To use this feature, lift handset or press an extension key (receive dial tone) ; dial 13. This will pickup the 1st ringing call in the group and deliver it to your phone.