CAMPUS TELEPHONE GUIDE

Dialing Instructions

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<th>Campus Operator</th>
<th>Voice Activated Directory</th>
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<td>From on-campus dial 0 or 5-5000</td>
<td>From on-campus dial 5-3333</td>
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<tr>
<td>From off-campus dial (603) 535-5000</td>
<td>From off-campus dial (603) 535-3333</td>
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- On-campus: dial the 5 digit extension
- Local, off-campus: dial 9 + 7 digit number
- Long distance within NH: dial 9 + 7 digit number*
- Long distance outside of NH: dial 9 + 1 + area code + 7 digit number*
- International: dial 9 + 011 + country code + city code + local number*
- Toll free numbers: dial 9 + 1 + 8xx + 7 digit number

* Three burst of tone, followed by dial tone indicates a PBN is necessary.

PBN
A personal billing number (PBN) allows long-distance calls to be made from campus phones that have restricted dialing programmed. Campus telephones that require a PBN are most often in open areas, such as courtesy phones or conference room extensions. Most campus phones with restricted dialing allow on-campus, local and toll free dialing without a PBN.

Voice Activated Directory
The voice activated directory extends the availability of operator services and is available 24 hours a day, 7 days a week. To use the voice activated directory dial 5-3333 and say the name or department you are trying to reach.

Phone Features

Send All Calls
This feature will immediately direct all calls to your established coverage path. Your phone will not ring.
- To activate dial *9. There will be a three burst confirmation tone.
- To deactivate dial #9. There will be a three burst confirmation tone.

Call Forwarding
Call forwarding overrides call coverage and ‘send all calls’. Call forwarding can be used to forward calls to an on-campus extension. Call forwarding will return to your voice mail if the call is not answered by the covering extension.
- To activate dial *2, then the 5-digit extension to call-forward to. There will be a three burst confirmation tone.
- To deactivate dial #2. There will be a three burst confirmation tone.

Transferring a Call
- Multi-line Phones and single line phones with a transfer button — Press the transfer button, listen for dial tone then dial extension to transfer to. To complete the transfer press the transfer button again (cold transfer) or announce the call when answered, then press the transfer button again (warm transfer).
- Single Line Phones without a transfer button — Depress switch hook, listen for dial tone then dial extension to transfer to. To complete the transfer either hang up (cold transfer) or announce the call when answered, then hang up (warm transfer).

Conference Calls
- Multi-line telephones - To begin a conference call, once the first connection is established press the conference button, listen for dial tone then dial the next number to conference in. Once answered, press the conference button again to merge the calls. Repeat to add others to the call. Up to five may be on the conference call, i.e. your telephone and four others.
- Single line telephones are capable of three-way conferencing, i.e. your telephone and two others. Similar to transferring a call from a single line telephone, once initial call is established, depress switch hook, listen for dial tone, dial the second number to conference in. Once answered, depress switch hook again to merge the calls.

Call Pick Up Group (*7)
A call pick up group is a group of extensions that are allowed to “pick up” incoming calls to any other extension in the group by dialing *7.
UPDATING YOUR DIRECTORY INFORMATION

The most current resources for campus directory information are the PSU online Directory Search and the Voice Activated Directory. Both resources draw upon the most recent information you have in Banner Self Service. ITS and Human Resources encourage you to review and update your Directory Information annually and whenever you move or change positions.

Changing your directory information:
1. Login to myPlymouth;
2. Select Services tab on the top of this screen;
3. Select Personal Information under Your Addresses and Phone numbers channel;
4. Update all three address types as needed to reflect current directory information.

Complete update instructions are available at the HR website on myPlymouth. If you have trouble accessing myPlymouth or experience technical problems with the update site, please contact the Help Desk at 5-2929.

If you need to update information with HR, payroll and USNH, please complete a change of address form. The form can be downloaded via the HR website on myPlymouth. The completed form should be forwarded to Human Resources, MSC 14.