Introduction to Telephony

1 Telephone etiquette

1.1 Telephone rules and regulations

Whether answering the phone or making phone calls, using the proper etiquette is a must in order to maintain a certain level of professionalism. Proper etiquette leaves callers with a favourable impression of you, your department, and your organization in general. You'll also find that others treat you with more respect and are willing to go out of their way to assist you if you use the proper etiquette.

1.2 Telephone etiquette and answering procedures

- Answer promptly don't let phone ring more than 3 times.

- Address the caller as follows: Good morning /afternoon, your name and Department.

- Remember to call the caller back if you do not have the desired information available.

When taking a message, the following information is needed:
- Name, Department, time of call, message information

1.3 The factors that hinder the communication process

- **Volume and clarity:** are two separate definitions. In order to be clearer, does not imply to speak louder.

- **Clarity:** keep a normal voice tone, do not mutter or speak in a high pitched voice.

- **Speed:** maintain normality when talking to someone.

- **Noise:** will hamper the ability of the receiver to hear the message clearly.

- **Speak:** directly into the mouth piece.

- **Be aware:** of monotony in voice tones.

- **Remember:** to smile when you speak it will be reflected in your tone of voice.

2 Official and Private calls

2.1 General information

The telephone system of the NWU makes use of a database containing all the necessary information about the telephones and staff. This information is used by the switchboard to transfer calls to the right person.

It is also used to populate the on-line telephone directory and serves as the basis for fair chargeback of calls. Therefore it is very important that this information is correct and up-to-date. Each staff member should verify his/her information on a regular basis to ensure an effective and efficient telephone service.

2.2 Registering for telephone services

Visit the IT Service Catalogue at http://www.nwu.ac.za/content/nwu-it-service-catalogue and look under Telephony & Messaging; or contact your local IT Service Desk.

2.3 Making phone calls

Lift the handset and use the following instructions:

Official calls	Mafikeng	Dial *25 with the departmental pin code to get access to an outgoing line and then dial the requested number. These calls will be for the department's account.
	Potchefstroom Vaal Triangle	Dial 01 or 03 with the departmental pin code to get access to an outgoing line and then dial the requested number. These calls will be for the department's account.
Private calls	Mafikeng	Dial *25 with the private pin code to get access to an outgoing line and then dial the requested number. The cost of private calls will be deducted from your salary.
	Potchefstroom	Dial 02 (for local numbers) or 03 (for other numbers) and in both cases a pin code to get access to an outgoing line and then dial the requested number. The cost of private calls will be deducted from your salary.
	Vaal Triangle	Dial 03 (for local and other numbers) in both cases a pin code to get access to an outgoing line and then dial the requested number. The cost of private calls will be deducted from your salary.

3 Transferring calls

3.1 Transfer calls to another extension

You may transfer an internal or external call from your extension to any other extension or to the switchboard. (*Switchboard code is normally 91000*).

3.2 Transfer key

The Transfer key on your telephone may be marked as   R or ⊙ Recall or ✔

3.3 Transfer to a free extension (announcing the call)

- Press the Transfer key and listen for the internal dial tone.
- Dial the required extension.
- When the extension answers, announce the call and replace the handset.

3.4 If called party does not answer

- Press #33
- Internal dial tone is heard briefly.
- You are now connected to the original call.

3.5 Transfer to a free extension (call not announced)

- Press the Transfer key and listen for the internal dial tone.
- Dial the required extension or switchboard.
- When you hear a ring tone, replace the handset.

The call has now been transferred. If the ringing extension does not answer within a predetermined time the call will automatically be transferred back to your extension.

3.6   Transfer to a busy extension

- Press the Transfer key and listen for the internal dial tone.
- Dial the required extension number.
- When you hear busy tone, replace the handset.

The call has now been transferred to the busy extension. If the extension remains busy the call will automatically be transferred to your extension.

Dialing an extension on campus or another campus

To:		Mafikeng	Potchefstroom	Vaal Triangle
From:	Mafikeng	Dial 89 and the extension	Dial 85 or 99 and the extension	Dial 10 and the extension
	Potchefstroom	Dial 89 and the extension	Dial 85 or 99 and the extension	Dial 10 and the extension
	Vaal Triangle	Dial 89 and the extension	Dial 85 or 99 and the extension	Dial 10 and the extension

4   Diverting calls

Diverting of calls must be done from the relevant instrument.   Lift   the   handset   and   use   the following instructions:

	Type	Procedure
61	Divert all incoming calls	61 extension number #
63	Cancel divert	63
64	Divert all incoming calls when there is no answer	64 extension number #

When a telephone is diverted with the 61 option, you will hear a short dial tone instead of a long dial tone. Diverts may be lost when the system has to be rebooted.

5   Voicemail

5.1   Basic Voicemail functions for new users

New users are automatically registered for a training session that consists of the following lessons:

- How to enter your name. Your name is only your name, e.g. Kevin Cussens.
- How to create your personal message.
- How to change your password.

5.2   Voicemail's telephone number

Potchefstroom Vaal Triangle	992009 followed by your initial password which is 0 (null)
Mafikeng	898898 followed by your initial password which is 0 (null)

5.3 Welcome to Voicemail…

Dial 992009 or 898898 and a voice will answer with: "Welcome to UniVoice.   Enter your recipient's mailbox number."

- Type your extension number followed by **#**.
- The voice asks: "Your password please." Type 0 and then **#**
- (You always start with: Extension and #, password and #)
- Option **1**: "Retrieve messages"
- **0** for "New messages"
- **#** for "Status information"
- Option **8**: "Personal options"
- **1** for "Edit your name"
- **2** for "Edit personal greeting"
- **3** for "Edit password"

5.4 Activating Voicemail

For voicemail to work, your extension has to be diverted to Voicemail.

There are **2 possibilities**: lift the hand piece and press **61992009#** or **64992009#** for Potchefstroom and Vaal Triangle. For Mafikeng use **61898898#** or **64898898#**

- The **61** option diverts the calls directly to Voicemail. The calls can't be picked up.
- The **63** option cancel the divert to Voicemail.
- The **64** option allows the phone to ring 9 times (sometimes more). If the call isn't answered it is diverted to Voicemail.

5.5 Deactivating Voicemail

Lift the hand piece and press **63** to cancel divert to Voicemail.

After typing your extension and password, press **8** for personal options. You may then change your name at 1 and your message at 2 as indicated in the paragraph "Welcome to Voicemail...".

5.6 Additional information

- If you have a message your telephone will make a bur-bur sound when lifting the headset.
- The * (star) takes you to the previous menu. Typing * twice lets you exit Voicemail.
- A telephone can only be diverted to one number, either Voicemail or another extension, not to both.
- If you type too slow the system assumes that you wish to leave a message and replies with: "The person you are trying to reach is not available…" Stop the message by pressing **#.**
- You don't have to wait for messages to finish. If you know what the message is, you may type the information while the voice is talking.
- Every extension has to have its own Voicemail. If everybody in a department should divert their extensions to the secretary's extension (that does have Voicemail), their messages will all be on that of the secretary's voice mailbox.

6 Speed dialing and other functions

6.1 Speed dialing

Speed dialing can be configured on all digital instruments, Euroset 5005 and 5020 as well as all IP phones. Please refer to your specific telephone instrument's manual.

6.2 Other handy functions

Function	Procedure
Call back when extension is engaged	Dial *22 and replace the handset. This call back also works between campuses
Pick up a call in the same pick group	#33
3-way telephone-conference	transfer 570
Redial the last number dialed	55

7 Chargeback

7.1 Telephone report based on personal dialling code

A detailed report reflecting all transactions is emailed monthly to staff members.

7.2 To view Cost

Go to the URL: http://www.nwu.ac.za/content/nwu-it-service-catalogue click Telephony & Messaging then Office Telephones
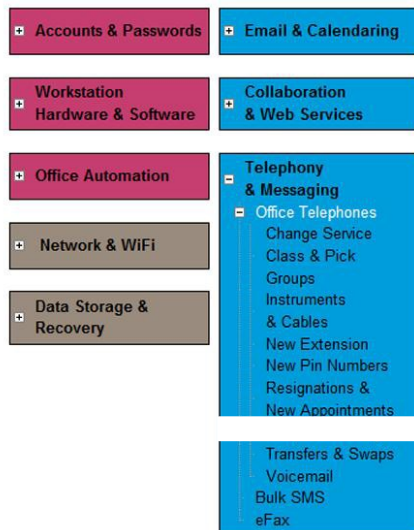
8 Fill out the fields and click Load to view the report