

TELEPHONE INFO/CALLING GUIDE

Telephone information & request forms are also available on our website:
www.umanitoba.ca/ist/telecommunications

- MOVES/ADDS/CHANGES** All requests for changes in your telephone service should be directed to your Departmental Telephone Group Leader. The Group Leader should subsequently send complete details of the changes using the appropriate telephone request forms to, the Telephone Office, 123 Fletcher Argue, Fax 474-7536. Please do not send requests by email.
- NOTE: DIGITAL TELEPHONES ARE NOT TO BE UNPLUGGED. If a phone must be moved or unplugged for any reason, Please contact the University Switchboard at "0" or 474-8880.
- VOIP MOVES** VOIP sets are now located in several buildings. These sets can be relocated by the user only if a relocation form is filled out and submitted to the Telephone Office. The forms can be found on our website.
- VOICE MAIL** To re-enable voice mail boxes, override passwords or to obtain a voice mail box, contact the switchboard at "0" or 474-8880. For information about the Voice Mail System please check our website or contact the Voice Mail Administrator at 474-6601.
- LOCAL CAMPUS CALLS
CAMPUS TO CAMPUS** Telephone calls between stations at the Fort Garry Campus (474, 480, & 272 exchange) and Bannatyne Campus (789, 975, 977, 480, & 272 exchange) can be completed by dialing the final four digits. For example: dial XXXX of the number 474-XXXX, 480-XXXX, 789-XXXX, 975-XXXX, 977-XXXX, or 272-XXXX.
- OFF CAMPUS CALLS** Calls to telephone numbers outside either campus require an outside line. Dial 4 and the complete number.
- FAXES** To send a fax off campus dial 4 then the complete external number. To send a fax on campus dial the last four digits only if the fax number begins with the prefix "474", "480", "789", "975", "977", or 272.
- LONG DISTANCE CALLS** To place a long distance call dial 4 - 1 - area code - 7 digit telephone number.
Overseas Calls: Dial 4 - 011, country code, city code and telephone number.
- LONG DISTANCE
RESTRICTION** Some telephone sets are restricted from making long distance calls by departmental choice. If you dial a long distance number from a restricted phone you will hear a fast "busy" signal.
- CALLING CARDS** Follow the instructions on the back of the card.
- OPERATOR ASSISTANCE** University Operator : Fort Garry - Dial 0 (zero)/Bannatyne - Dial 8880
Local Directory Assistance: Dial 4 - 411
Long Distance Directory Assistance: Dial 4 - 1 - area code - 555 - 1212
Long Distance Operator: Dial 4 + 0 + 0
Note: There is a .95 charge billable to the applicable department for Local and Long Distance Directory Assistance.
- BILLING PROBLEMS** If there is a problem with your bill, photocopy the bill, indicate questionable charges and attach a note of explanation. Send them to Supervisor, Telephone Office, 123 Fletcher Argue or fax to 474-7536.
- BANNATYNE CAMPUS TO
HSC** Calls between Bannatyne Campus and HSC can be completed by dialing 59 and the final five digits of the telephone number.
- SPECIAL EVENTS** Please notify the Operator "0" (zero) of all major events taking place at the University to ensure that incoming calls are referred to the appropriate department.
- 474-2XXX & 5XXX
NUMBERS** All 474-2XXX and 474-5XXX series numbers are for internal use only and cannot be directly dialed by an external number.

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TELEPHONE FEATURES

Website: www.umanitoba.ca/ist/telecommunications

Basic Features for 2006, 2008D, 2616D, 3903, 3904, ip 1110, ip 1120, ip 1140, ip 1210, ip 1230 ip 2002S, ip 2002, & ip2004 sets.

Auto Dial	<i>To Store Number</i> With handset in cradle, Press Auto Dial Dial Number (Include "4" for external number) Press Auto Dial <i>To Call Number:</i> Select free line Press Auto Dial
Call Pickup	Select a free line Press Call Pickup or dial 113 Note: You must be assigned to a call pickup group.
Conference	Make first call as usual To connect with a third party, Press Conference Dial Number (Include "4" for external number) Wait for them to answer, Press Conference Maximum of 6 connections.
Forward	<i>To Forward to Another Number:</i> With handset in cradle, Press Forward Dial Number (Include "4" if external number) Press Forward <i>To Forward to Voice Mail:</i> With handset in cradle, Press Forward Dial access code Press Forward <i>To Cancel:</i> Press Forward once <i>To Reinstate (to same number):</i> Press Forward twice
Transfer	Press Transfer Dial Number Press Transfer
Intercom	Press Intercom Dial the one or two digit code
Ring Again	<i>After a Busy Signal</i> Press Ring Again Press RLS or hang up. <i>When line is available:</i> The Ring Again tone will sound. Pick up the handset Press Ring Again

Types of Phones :

DIGITAL

2006	Single line set
2008D	Multiple line set with display
2616D	Multiple line set with hands-free capability with display

IP SETS

1110/1210/2002S	Single line set with display
1120/2002	Multiple line set with hands-free capability with display
1140/1230/2004	Multiple line set with hands-free capability with display

Please Note: **IP sets can be relocated by the user once an IP relocation form has been completed and submitted to the Telephone Office. The form can be found on our website [@umanitoba.ca/ist/telecommunications](http://umanitoba.ca/ist/telecommunications).**

Voicemail is available on all telephone types

VoIP Information

The U of M has begun deployment of VoIP sets in select locations across campus. Features of the new sets are the same as regular digital sets and they function in a similar manner. The sets do however differ from the traditional digital sets in several ways:

The sets are ethernet devices that connect to the data network rather than using a separate copper cable to connect back to the telephone switch.

The IP (Internet Protocol) set connects to the ethernet port in each office and the user's PC connects to the telephone.

IST is deploying several types of IP sets and info can be found on our website [@umanitoba.ca/ist/telecommunications/umt_userguides.html](http://umanitoba.ca/ist/telecommunications/umt_userguides.html)