

# Telephone information for CQUniversity Staff

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## Using CQUniversity's online Telephone Directory

CQUniversity maintains an online Telephone Directory which can be used to search and verify internal extension telephone numbers when working on campus.

CQUniversity Directory: <http://phonebook.cqu.edu.au>

The information held in the Directory is based on Faculty and Divisional structures. To update staff contact details in CQUniversity's Telephone Directory, please send the relevant information to the ITD Service Centre at [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au).

## Setting up a new Telephone extension

To establish a new Telephone extension please contact the ITD Service Centre with the following details:

- Details of where the new telephone extension will be located (building & room number).
- Name of person who will be using the new telephone extension.
- Date the new telephone extension is required.
- Contact details for the person making this request.
- Cost code information for the extension.

*Please note:* any new cabling that is required to install a new phone service will incur a charge. This charge is based on time taken plus equipment used at current University approved contractor rates.

Access to offices will be required by ITD staff or approved University contractors to complete necessary installation work. Please ensure this access can occur on the agreed installation date. If this is not possible, staff must notify the ITD Service Centre at least one working day prior to the appointment.

### LINE RENTAL CHARGES

All telephone services are charged a rental of \$8.00 per month. This charge covers upgrades, repairs and replacement of existing handsets. All staff are issued with a basic handset. This may be either a *digital* or an *analog handset* depending on equipment availability at the time.

### HANDSET UPGRADE

Staff can request to have their Telephone handset upgraded by contacting the ITD Service Centre. The installation fees will vary depending on the type of handset staff require.

**Need technical assistance using your telephone? Contact the ITD Service Centre at [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au)**

## Telephone information for CQUniversity Staff (continued)

### Are you moving Office?

In some cases telephone numbers can be moved with a staff member who changes Faculty or Division. If the number is primarily associated with the business function of the Faculty/ Division, the number must remain in place.

**Exceptions are:** prominent senior officers who are key contacts for specific stakeholder groups or the wider community. In doubt, the IT Director will exercise his or her judgment and provide a ruling.

Ericsson telephone handsets are **NOT** to be moved by staff as they are strictly allocated to set locations. To request to have an Ericsson handset moved, please contact the ITD Service Centre as these handsets *can not* always operate in other locations.

A period of ten days notice for telephone extension alterations or installations is necessary. To prepare for moving to a new office, please contact the ITD Service Centre with the following details:

- Telephone extension number.
- Current location of telephone extension (campus, building and room number).
- New location required for telephone extension (campus, building and room number).
- Date of office move.
- Name of person who uses the telephone extension.
- Contact details for the person making this request .
- Cost code and authorisation for any extra required that is not included in the specified moves and changes.

Contractors have been instructed to strictly adhere to the designated job sheet specifications. Any alterations must be authorised by the ITD Service Centre. **Please note that all staff moves need to be approved by DFM.**

### Your Office Telephone

CQUniversity provides a range of telephone handsets for staff to use while working on campus. This primarily includes various Ericsson and CISCO telephone handsets.

If staff are unsure of which telephone they are using, they can view the different types of handsets and their relevant user guides at: <http://cqunitech.cqu.edu.au/FCWViewer/view.do?page=10519>.

### Mobile Phones

ITD purchases staff mobile phones on behalf of each Faculty and Division. Information on how to order a mobile phone is available on this web page <http://cqunitech.cqu.edu.au/FCWViewer/view.do?page=11872>.

#### DIVERTING AN OFFICE TELEPHONE TO A MOBILE

To divert an office telephone extension to a staff mobile phone it must first be approved by the Head of Division or Operational area. Once this has been approved, the relevant details can then be sent to the ITD Service Centre at [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au).

Need technical assistance using your telephone? Contact the ITD Service Centre at [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au)

## Telephone information for CQUniversity Staff (continued)

### Ericsson Telephone handsets

Ericsson telephone handsets are **NOT** to be moved by staff as they are strictly allocated to set locations. To request to have an Ericsson handset moved, please contact the ITD Service Centre as these handsets are not necessarily able to operate in another location. It is important that staff *do not* unplug an Ericsson phone.

If staff are on leave or out of the office for an extended period of time, they can direct all incoming calls to another telephone extension or voicemail. When calling an Ericsson telephone that has been externally diverted, either to a landline or mobile phone, the text "EXTERNAL DIVERT" will appear on a display phone. On display and non-display phones you will experience a period of silence until ring tone is heard.

#### ERICSSON QUICK TIPS

- **Redial** the last external number called press \*\*\*
- **Redirect calls to another internal extension number:** lift the handset → press \*21\* → enter the internal extension number → press # → replace the handset.
- **Cancel the redirection of calls to another extension:** lift the handset → press #21# → replace the handset.
- **Place calls on hold.** *Digital phones:* Press access 1 or 2 key depending which line you are using. The lamp of the pressed key will flash slowly. To resume the call, press the access key again.  
*Analog phones:* press the recall button → wait for a dial tone → replace the handset. To resume the call, lift the handset.
- **Automatic call back:** lift the handset → dial the extension number → wait for an engaged tone → press 6 → replace the handset. This instructs the system to redial the number of the missed call once the telephone line is available (i.e. no longer engaged on another call).
- **Sending of digits to a voice response system:** When using an external service that requires the sending of digits to a voice response system, wait until the service answers → press 9 → and then send the digits as requested.
- **Call pickup (group pickup):** lift the handset → press 33. (This function needs to be programmed to the telephone).
- **Conference calls** - up to 6 callers:
  1. Dial first persons number using the **Access 1** key. Inform them of the conference call.
  2. Press the **Inquiry** key (**PBX Recall** key on *analog phone*.)
  3. Dial the next persons number.
  4. Once answered, inform them of the conference call → press 3 to add them to the conference
  5. Repeat steps 2 - 4 to add further attendees to the conference

If staff encounter an extension or external number that is busy or not answered, simply press the **Clear** key on a *digital phone* and repeat steps 2 - 4. If staff are using an *analog phone* or a *conference phone* (such as a Polycom unit), and they experience the above, press 2 to return to the conference.

Need technical assistance using your telephone? Contact the ITD Service Centre at [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au)

## Telephone information for CQUniversity Staff (continued)

Ericsson handset	How to transfer calls?
1. Diavox 133 Analog 2. Dialog 2144 3. Dialog 2137	Press <b>R</b> → dial extension number → hang up to transfer the call. Press Key <b>2</b> to get the caller back.
Interquartz and Leader	Press <b>PBX Recall</b> → dial extension number → hang up to transfer the call. Press Key <b>2</b> to get the caller back.
1. Dialog 2501 2. Dialog 2561	Press <b>Acc2/lnq</b> → dial extension number → press <b>Transfer</b> → hang up.
Dialog 2600 and 3000 series.	Press <b>Inquiry</b> → dial extension number → press <b>Transfer</b> → hang up.

- **Transferring calls** will differ when using the different types of Ericsson handsets.

### ADDITIONAL ERICSSON FUNCTIONS

The following functions are available on Ericsson phones and can be requested from the Service Centre.

- Call pickup (Group pickup)
- Abbreviated Numbers
- Authority Code
- Group Hunt
- Two access lines on digital extensions

## CISCO Telephone handsets

1. For functionality tips on CISCO telephones an online tutorial is also available from: <file:///rokfile/install/Documentation/Cisco-IP-Phone/index.htm>.

*Note:* Staff will need to be connected to the University network to view this online CISCO tutorial.

## Polycom Teleconferencing phones

Polycom Teleconferencing phones are used across the University to establish both internal and external teleconference calls. [Online instructions](#) are available and outline how to use these phones.

Need technical assistance using your telephone? Contact the ITD Service Centre at [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au)

## Telephone information for CQUniversity Staff (continued)

### User TIPS

- The first contact you have with a client, colleague or student is often over the phone. Please answer all calls promptly.
- Leave an appropriate and professional message on your voicemail. (See voicemail information for tips). Voicemail messages should be checked first thing every day and be attended to as a matter of urgency. Return voicemail messages on the same day as received or within 24 hours.
- Staff phones should if possible, not ring more than three times before being answered. If staff are absent from their office, either divert the call to voicemail or the main office. (This is University policy).
- If a call needs to be transferred, explain this to the caller and advise them of the name of the person to whom they are being transferred. Confirm with the caller that they wish to be transferred.

### Need assistance using your Telephone?

Please contact the ITD Service Centre if you are experiencing any technical issues with your telephone.

Phone: 1300 666 620

Email: [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au)

Internal Extension: 9233

Online Request: <http://itservicedesk.cqu.edu.au>

International: 61 7 4930 9233

Website: <http://cqunitech.cqu.edu.au>

Information to have ready:

- Telephone extension number.
- Name of the person using the telephone extension.
- Type of telephone you are using (i.e. Ericson, Dialogue or CISCO).
- Detailed description of any known issues or faults.
- Telephone location - campus, room number, and where the wall port is connected.

Need technical assistance using your telephone? Contact the ITD Service Centre at [servicedesk@cqu.edu.au](mailto:servicedesk@cqu.edu.au)