

How to Guide

General Phone System

SUTS provide General Phone System service for staff communicate each other. Align with that, ITS has provide services to ease everyday telephone communication. This article will show on How To use this service effectively.

How to make intercom calls?

- Just dial the 4-digit internal extension number.
- Directory list can be found at <http://www.swinburne.edu.my/staff/staff.htm> and "G:\FullTimersOnly\SUTS Contact List (relevant month).xls"

How to make external calls?

- Dial 9 to get an outgoing line
- Dial the external number as you are dialing from a normal fixed line phone.

How to call to international/mobile phone calls?

- If you are granted with the direct outgoing call access, you can dial 9 and follow with the desired number
- If your extension are restricted from calling international/mobile/outstation calls, you would have to dial 0 to ask operator's assistance to connect the call for you

How to pickup your colleague's phone call?

- Some extensions have been grouped together to form a call-pickup group. With this feature, you can pick up another ringing extension (within the same group) from your station. You can't pick up a ringing extension from other group.
- Only extensions within a room/office are grouped individually. The command is *7

How to forward a call internally?

- While the line is still on, press the hook once and dial the destination number. You may tell the other person that someone is calling him/her, else just put down the handset. The call has been forwarded to the other person

Other information

- Operator No : 0
- Call Classes – only 3 available
- Level 1 : can make all calls including numbers starting with “0”
 - Mostly HOD/HOS and authorized personnel only.
- Level 2 : can make external calls but not numbers starting with “0”
 - Mostly all staff
- Level 3 : can only make internal calls

Auto Attendant System

One features that installed into our General Telephone System is Auto Attendant System

- **What is auto attendant system?**
Allows callers to be automatically transferred to a user's extension without the intervention of a receptionist.
- The Auto attendant provides fast, efficient working of handling the outside call without operator. So it is cost effective solution for small / medium size offices.
- It means that the Auto attendant can perform all the activity, which is being performed by operator.
- The Auto attendant can replace the operator and will work 24 hrs. through out year to year
- Auto attendant is a device to attends and greets the caller and guide them to reach desired ext. The attendant also gives the direction to the caller about the status of called ext. whether the called ext. is busy or not responding and advice them to call another extn. No. If no number dialed by the caller then it automatically transfers the call to the operator.

Voice Mail System

Another features that also installed into our Telephone System is Voice Mail System.

In its simplest form it mimics the functions of an [answering machine](#), uses a standard telephone handset for the user interface, and uses a centralized, computerized system rather than equipment at the individual telephone.

How to route the call to your voice mail?

- On your phone, call *10. You'll hear toot-toot-toot...
- Dial 8481

How to setup your voice mail account?

- Dial 8481
- After heard greeting, press #
- Enter your mailbox number: your ext no.+ 0 (eg. 89070) follow by #
- Enter password followed by # (if you don't have a password yet, press "88" "#")
- Follow an interative voice to setup your mailbox

How to retrieve your voice mail account?

- Dial 8481, press # after hearing greeting
- Enter your mailbox number and thereafter your password following the instruction

Press 1 to review new messages,
2 to review saved messages
3 to review deleted messages
4 Help on playback control