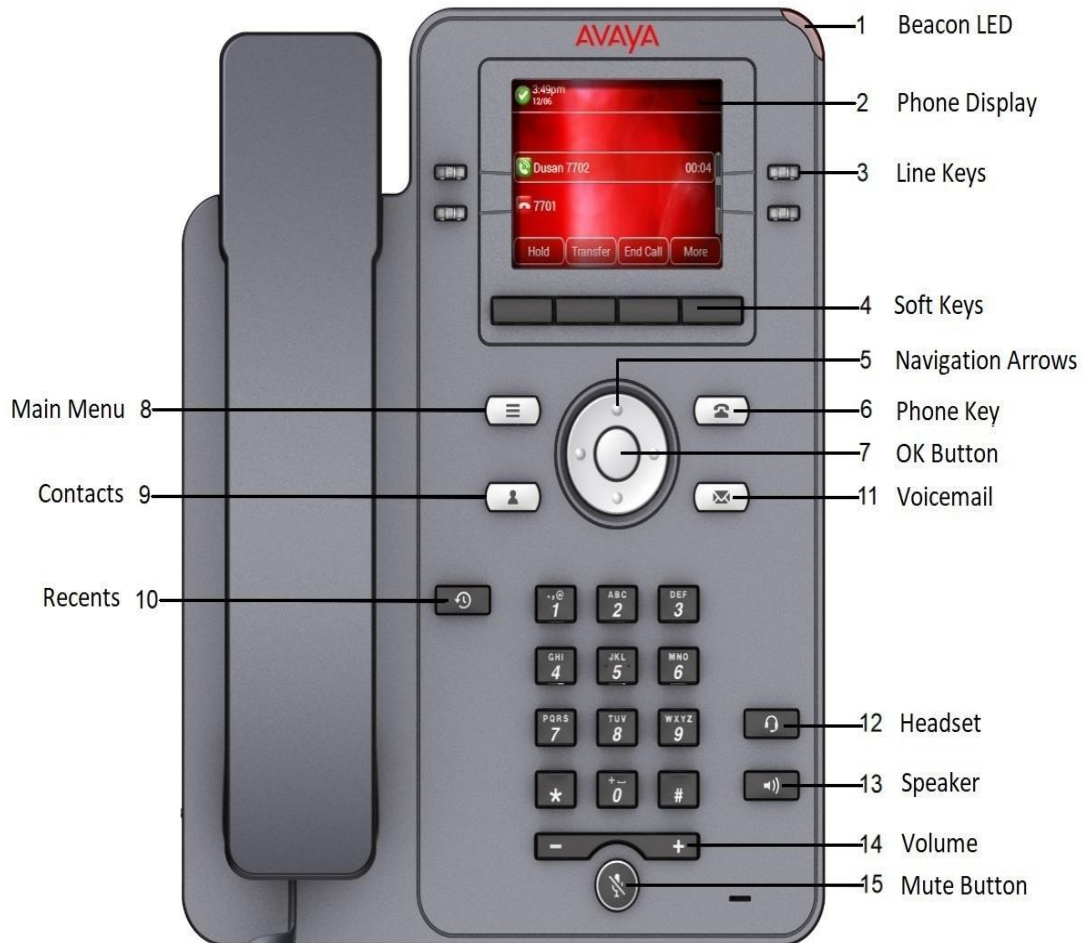


University of Pretoria

Telephone Quick Reference Guide



Billing Information

1. All calls using your UP telephone Pin code are subject to itemised billing.
2. Departmental protocol with regards to billing remains unchanged.
3. For a lost or forgotten pin, kindly log a call via the ITS Service Mngt Automation (SMAX)
4. Dialling short codes and call forwarding options incur a cost to the Department.


Making a Call

The new telephony system will unite all campuses on one universal system.

All UP internal calls must be preceded with a campus dialling code.

Campus Codes	
Hatfield	81
Groenkloof	82
LC De Villiers/ Sport Campus	83
Mamelodi	84
Prinshof	85
Onderstepoort	86
Nedhill (Enterprises)	87

Making a call from caller list / recents key

1. Press the **Recents** key 
2. Use the Up and Down Arrow to scroll through history list.
3. Select the number you want to dial.
4. Press **Call**.

Making an external call

1. Enter your pin code.
2. Lift the handset or activate the speaker OR begin dialling the number.
3. Press 0 for the external line.
4. Dial the external number.


Dialling Short Codes

New procedure for short codes

Onderstepoort Campus: Dial *151 & short code.

All other Campuses: Dial *150 & short code.

Search for a Contact

1. Press the **Contacts** icon. 
2. Press **Search**.
3. Use the key pad to key in the **Last name / First Name** of the contact.
4. Use the scroll pad to scroll through the list of contacts.
5. To dial a contact from the list, click on the **Call** softkey.

Add a New Contact

1. Press the **Contacts** key.
2. Press New using the soft keys
3. Enter the **First Name** and **Last Name** and the **Contact Number** of the new contact.
4. Press **Save**.
5. Note: to enter letters on the same button, pause before entering the next character.

To enter space press 0.

6. Enter the number, then select **Save**.
7. To add additional contacts, select **Contacts**, select more >**New**.

Placing a call on hold

1. Press the **Hold** key.
2. Then caller will then be placed on hold.

Retrieving a call on hold

1. After placing a call on hold, press **Resume** to retrieve the call.

Call transfer

Unattended Call Transfer

1. While the call is active, press **Transfer**.
2. Enter the ext. or number that you want to transfer to.
3. Press **Call**.
4. Press **Now**.


Attended Call Transfer

1. While the call is active, press **transfer**.
2. Enter the ext. or number that you want to transfer to.
3. Press **Call**.
4. Press **Talk** (speak to the person before transferring a call).
5. Press **Now**.

Conference Calls

1. The option for a conference call only becomes active once you are busy on a call
 2. Select the **Conf** soft key. The active call is placed on hold.
 3. To add the 3rd participant, choose **one** of the following options:
 - Dialling the extension using the dial pad, then select **Join**.
 - Select the redial soft key to add the last dialled number to the conference call. Then select **Join**.
-

Call Forward

1. Press the main menu key. 
2. Select **Features**.
3. Then select **Call Fwd**.
4. Enter the destination including the campus code at the beginning, eg. 814500. Add 0 for external nrs.
5. Press **Enter**.
6. The **Call Fwd** icon now appears at the top of your screen.


Please note: that call forwarding to external numbers such as Telkom lines or cellphone numbers incur a cost to the department. Extension must be unlocked to forward to external numbers.

Disable a call forward

1. To disable the call forward feature,
2. Select the main menu key
3. Select Features
4. Then select **Call Fwd** followed by **Cancel**.

Voicemail

All personnel have access to a Voicemail Service.

1. Press the message icon. 
2. When prompted, enter 1472#
3. Follow the prompts to change your password.
4. Follow the prompts to record your name. (Optional)
5. Follow the prompts to record your personal greeting. (Optional).

END



NEED HELP?
Contact the
IT Service Desk
ithelp@up.ac.za
Dail Ext. 813051

For more information

<https://www.up.ac.za/telephony>
