

TELEPHONES & EXTENTIONS

Telephones and Extensions

Valparaiso University never sells student records of any type. However, area numbers may be purchased through area directories, credit card companies, etc. Campus telephone numbers do appear in these lists. Thus you may receive calls from telemarketers, particularly those for long distance providers. Individuals may not make agreements with these providers.

- [Residence Hall Phones](#)
- [Campus Emergencies](#)
- [Telephone Models](#)
- [Dial an Outside Line](#)
- [IHETS or SUVON](#)
- [Transfer a Call](#)
- [Adjusting Phone Volumes](#)
- [Change Ring Type](#)
- [Set Autodial Numbers](#)
- [Set Names of Autodial Numbers](#)
- [Put in a Pause](#)

Residence Hall Phones

All residence hall rooms have one analog phone line installed with a built in analog phone. There is an extra phone jack on these phones to allow students to connect a second phone. IT encourages students to use VU's the built-in voicemail system, instead of bringing their own answering machine.

- [return to top](#)

Adaptive Technology

Amplified handset and TDD telephone--Request through the Help Desk; permanent installations: VU Police Department (VUPD), Admissions, Union, Human Resources. For assistance with the TDD equipment, call VUPD at x5430.

- [return to top](#)

Telephone Models

M3902 - 1 button on the right of the display window; 3 buttons below the display

M3903 - 1 button on each side of the display window; 4 buttons below the display

M3904 - 3 buttons on each side of the display window; 4 buttons below the display

- [M3902 Handset Guide](#)
- [M3903 Handset Guide](#)
- [M3904 Handset Guide](#)
- [return to top](#)

Dialing an Outside Line

1. Enter 8 to access an outside line.
2. Enter the number you wish to call.

- [return to top](#)

IHETS and SUVON

The campus is connected to the Indiana Higher Education Telecommunications System and the State University Voice Network. Faculty and staff may use SUVON at great savings to call other educational institutions in Indiana; the on-line directory provides numbers for member institutions.

1. Dial 3 to access an outside line.
2. Dial 1 and the area code.
3. Dial the number you wish to call.

- [SUVON User's Guide](#)
- [return to top](#)

Transfer a Call

How to transfer a call:

M3902

1. While the line is connected (not on hold), press the *Transfer* button.
2. Enter the extension of the person to forward to.
3. *As a courtesy, it is recommended to stay on the line and announce the person that you are transferring, however, this is not necessary.*
4. Press the button corresponding to *Connect*.
5. *If the person is unavailable, press the button corresponding to the phone line to cancel the transfer.*

M3903 and M3904

1. While the line is connected (not on hold), press the *Transfer* button.
2. Enter the extension of the person to forward to.

3. *As a courtesy, it is recommended to stay on the line and announce the person that you are transferring, however, this is not necessary.*
 4. Press the button corresponding to *Swap* to switch between the original caller and the recipient.
 5. Press the button corresponding to *Connect*.
 6. *If the person is unavailable, press the 'Goodbye' key and press the button corresponding to the phone line to cancel the transfer.*
 7. Press the button corresponding to *Connect*. *If the person is unavailable, to cancel the transfer.*
- [return to top](#)

Adjusting Phone Volumes

The ringer volume can be adjusted by using the volume bar on the phone while the phone is ringing. The handset volume can be adjusted by using the volume bar during a phone call.

1. Volume levels can also be adjusted using the Options menu.
 2. Press the *Options* Button
 3. Select *Volume Adjustment*
 4. Select the appropriate volume option.
 5. Use the corresponding buttons below the screen to raise or lower the volume.
- [return to top](#)

Changing Ring Type

1. Ring Types can be adjusted using the Options menu.
 2. Press the *Options* Button
 3. Select *Ring Type*
 4. Select the appropriate ring type.
 5. Use the corresponding buttons below the screen to preview or select the ring type.
- [return to top](#)

Set Autodial Numbers

Autodial numbers can be set on the Nortel Networks phones.

1. Press the press the button corresponding to the desired autodial.
2. Enter the phone number exactly as it is dialed.
3. Press the autodial button again.
4. Use the corresponding buttons below the screen to preview or select the ring type.

5. *The screen will return to the default and will not give you a visible notification that the change has been made.*

- [return to top](#)

Set Names of Autodial Numbers

Autodial numbers can be named on the Nortel Networks phones.

1. Select the *Options* button on your phone.
2. Select *Change feature key label*.
3. Select *Edit a feature key label*.
4. Select the appropriate key label. *As the list scrolls down, the labels correspond to the keys left to right.*
5. Delete the existing name by pressing the button corresponding to *Delete* on the screen.
6. Enter the new key label.
7. Press the button corresponding to *Done*.
8. Press the button corresponding to *Quit*.

- [return to top](#)

Pause

The Pause feature is not available in the current phone system configuration.

- [return to top](#)

Office of Information Technology

1410 Chapel Drive Valparaiso, Indiana 46383 Phone: (219) 464-6763 Fax: (219) 464-5056 Email: it@valpo.edu