

# DIALING INSTRUCTIONS

## GENERAL INSTRUCTIONS

**Always allow approximately 3 to 5 seconds before placing another call. Listen for dial tone first.**

### ADMINISTRATIVE

#### INTERNAL CALLS (on campus calls)

- Dial the last four digits of the listed directory number

#### CAMPUS SWITCHBOARD

- Dial 7211

#### LOCAL CALLS

To dial a Sylva (586 and 631), Cullowhee (293), or Cashiers (743) number-

- Dial "9" then seven digit number

#### LONG DISTANCE - STATE NETWORK

- Dial 9-1- area code-seven digit number
- Toll free numbers-- 9-1-8XX-seven digit number

**LONG DISTANCE-OPERATOR ASSISTED CALLS** (collect, credit card, bill to another number, and person-to-person)

- Dial 9-0-area code-seven digit number
- Listen for further dialing instructions
- Dial 9 00 to reach AT&T operator only when instructed

#### LONG DISTANCE-OVERSEAS CALLS

- Dial 9-011-the country code (2 or 3 digits)-the city code (1 to 4 digits)-the telephone number
- Operator assisted-9-0-1-country code, city code, then the telephone number (to obtain country code and city code dial 900 for AT&T operator)

#### LONG DISTANCE OPERATORS

- Dial 900

#### DIRECTORY ASSISTANCE (local)

- Dial 9-1-828-555-1212 (\$.50 charge for all calls)

#### DIRECTORY ASSISTANCE (long distance)

- Dial 9-1-area code-555-1212 (\$.50 charge for all calls)

#### 800 DIRECTORY ASSISTANCE

- Dial 9-1-800-555-1212

#### CALL FORWARD

Without lifting handset, press forward key (flashing indicator). Dial number where calls are to be forwarded. Press forward key again (indicator light goes on steadily).

#### TO CANCEL

Press forward key (indicator goes off).

#### TO REINSTATE (to same number)

Press forward key twice (indicator goes on steadily).

#### CALL PICKUP

Lift handset (hear dial tone). Press call pickup key.

#### CALL TRANSFER

Press call transfer key (the caller is placed on hold). Dial desired number. Announce caller in privacy. Press call transfer key again. Hang up. If the number is busy or doesn't answer go back to your caller's line and give a report.

#### CONFERENCE

When on a call press conference. The original party is on hold and you will hear dial tone. Dial the next number to add to the conference. When the call is answered, you may talk privately with the person before they join the conference. If they do not answer, press the DN key. Press conference again to join all callers. If necessary, repeat the procedure to include up to 6 persons in the conference.

#### CONSULTATION

To connect a third party during an existing call (off or on campus) press conference key (the caller is placed on hold). Dial the number. To return to calling party press conference line key.

### RESIDENCE HALLS

#### CAMPUS

- On-Campus calls: Dial four digit extension number
- Campus Health Services: Dial 7640

#### LOCAL CALLS

Dial "9" then all seven digits of the listed telephone number

- For Cashiers-. Dial 9-743-four digit number
- For Cullowhee: Dial 9-293-four digit number
- For Sylva: Dial 9-586 or 9-631-four digit number

#### DIRECT DIALED LONG DISTANCE CALLS

(Domestic) includes the 50 United States, Canada, U.S.

Virgin Islands and Puerto Rico: Dial 9-1-800 then carrier # and listen for further instructions.

#### DIRECT DIALED INTERNATIONAL CALLS

Dial 9-1-800 then carrier # -country code-city code (if applicable)-local number and listen for further instructions.

#### DIRECTORY ASSISTANCE

Dial 9-1-area code-555-1212

#### TOLL FREE NUMBERS

Dial 9-1-800-seven digit number

#### OPERATOR ASSISTED

(Calling card, collect, bill to another number)

DOMESTIC CALLS: Dial 9-1-800 then carrier # and listen for further instructions.

INTERNATIONAL CALLS: Dial 9-1-800 then carrier # country code-city code-local number and listen for further instructions.

#### EQUAL ACCESS TO OTHER LD CARRIERS

Dial 9-specific access code for the carrier (10-3 digit code); or call the carrier's toll-free number.

#### OFF CAMPUS OPERATORS

Dial 9 - 1 - 8 - 00 then carrier number

#### SERVICE REPORTS

For dial tone, campus calls, local calls, call University Housing-

- Dial 7303.
- Voice Mail Password reset call CatCard Office
- Dial 7003.

**NOTE:** *Students will not be able to receive collect incoming long distance calls.*

**NOTE:** *For a complete disconnect, please hang up for 3 to 5 seconds.*