

# Dialing Guide

Last updated: August 16, 2011

This dialing guide contains the following sections:

- [Call Answering and Handling Features](#)
- [How to Dial](#)
- [Operators](#)
- [Directory Assistance](#)
- [Emergency Numbers](#)
- [Voicemail Hints & Help](#)

**Note:** When you see 'switchhook', you may use your 'flash' or 'transfer key', if your phone is so equipped.

## Call Answering and Handling Features

\*Services marked with a (\*) are special order. Please contact your Telecom Administrator to submit an order to [tcorders@andrew.cmu.edu](mailto:tcorders@andrew.cmu.edu).

Call Transfer	Depress switchhook, listen for three fast beeps and then dial tone, dial desired party, announce the transfer, then hang up.
Three Way Conference	Depress switchhook, listen for three fast beeps and then dial tone, dial desired party, Announce conference, depress switchhook, begin three-way conversation.
Call Hold (Comdial phones, beige desk or wall)	<p>To Activate Depress switchhook, listen for three fast beeps and then dial tone, dial #, hear confirmation tone, Call is now on hold -- lay receiver down, or you can place another call.</p> <p>To Return To Held Call Hang up -- your telephone will ring, and when you answer, you will be reconnected to the original call</p> <p>Or, depress switchhook, dial #, and you will be reconnected to the original call.</p>
Call Pickup* (group)	To Answer a ringing phone in your pickup group: lift handset, listen for dial tone, depress *, begin conversation
Call Forwarding Variable	To activate: Lift handset, listen for dial tone, dial 172, listen for three fast beeps and then dial tone, dial the number where your calls are to be forwarded (if external, dial a 9 first), hear two short tones, your calls are forwarded.

	<p>Reminder Ring: If your line is Call Forwarded, you will hear a short reminder ring on incoming calls. You cannot pick up the call until Call Forwarding is cancelled</p> <p>To Cancel Call Forwarding: Lift handset, listen for dial tone, dial 173, hear confirmation tone, hang up, and Call Forwarding is cancelled.</p>
Speed Calling	<p>To program numbers: Lift handset, listen for dial tone, dial programming code 111, listen for dialtone, dial the access code (2 through 7) and the telephone number to be stored, dial #, hear two short tones, hang up.</p> <p>To use stored numbers: Lift handset, listen for dial tone, dial access code (2 through 7), dial #.</p>
Distinctive Ringing	<ul style="list-style-type: none"> <li>• One Ring means a CMU caller</li> <li>• Two Rings means an external caller</li> <li>• Three Rings means a Ring Again call has become free</li> </ul>

## How to Dial

Calls inside CMU	Dial the 5 digit extension
Calls within PPG	Dial the 5 digit extension
Calls between CMU Main Campus and PPG	Dial 9 + 10 digit number
Calls local inside 412 area code	Dial 9 + 10 digit number
Long Distance Calls	Dial 9 + 1 + area code + 7 digit number
International Calls	Dial 9 + 011 + country code + local number

## Operators

CMU Operators	Dial 0 (zero)
Local Operators (Verizon)	Dial 9 + 0
Long Distance Operators (AT&T)	Dial 9 + 0 + 0

## Directory Assistance

Inside CMU	Dial 0 (zero)
412 area code	Dial 9 + 555-1212
USA	Dial 9 + 1 + area code + 555-1212
International	Dial 9 + 0 + 0
800 (Toll Free) Numbers	Dial 9 + 1 + 800-1212

Internet Options for Directory Assistance:

- 411- <http://www.411.com/>
- Superpages (white)- <http://wp.superpages.com/>
- Superpages (yellow)- <http://www.superpages.com/pa/pittsburgh>

## Emergency Numbers

University Police	8-2323
Service Response Center – Physical Plant	8-2910
Housing & Dining Services	8-8700
CPS – Central Property Services	8-2036

## Voicemail Hints & Help

- Forgotten how to change your greeting? Refer to the [Voicemail manual](#).
- To place orders for services, please email us at: [tcorders@andrew.cmu.edu](mailto:tcorders@andrew.cmu.edu).
- To report problems, please call us at **x8-8500**.