

Main Switchboard

The number for the main switchboard is (562) 903-6000. This number will reach a switchboard operator, 24 hours a day. It is used by callers who do not know the specific extension that they need and for general inquiries. To reach the main switchboard from a campus phone, dial 0.

Message Center Extension

All departments have been assigned a multi-line phone with a direct-dial number. Please give this number to off-campus callers rather than the main switchboard number. All university extensions that begin with a 47, a 48, a 24, a 28, or a 6 can be reached from off campus directly, by dialing a 903 prefix (example: 903-4766). All extensions beginning with 45 can be reached by using prefix 906. All extensions beginning with 40 or 37 can be reached by using the prefix 777. Extensions starting with a 5, 30, 31, 32, 33, 34, 35, 36, 38, or 49 cannot be reached with the 903 or 777 prefix. An extension that begins with a 5, 30, 31, 32, 33, 34, 35, 36, 38, or 49 can be dialed directly from on-campus phones or dialed from off campus after first dialing the automated attendant.

Automated Attendant

Callers dialing (562) 944-0351 will have their calls answered by an automated attendant. As soon as the call is answered, the following options are available to the caller:

- Enter an extension for a direct connection
- Dial 1 and use the letters on your telephone keypad to enter the employee's name, starting with the last name

Off-Campus Dialing

Dial 9+number (include 1+ the area code, if outside area code 562). If you are using a credit card or making a collect call, dial 8 instead of 9.

Dialing Assistance

Contact the IT Helpdesk at extension 4740 or the Main Switchboard for dialing assistance. It is not possible to reach a phone company operator from a campus phone. Because Biola owns the university phone system, all questions or problems must go through the IT Helpdesk.

Telephone Repair & Data Network Connections

Use the IT Helpdesk to request new telephone or data connections, repairs, or service. Programming changes or repairs are generally made within two to three days. Phone moves or additions may take up to one week. Charges do apply for specialized parts or equipment or for an upgrade from single-line to multi-line phone.

Telephone Directory

A searchable telephone directory is located at biola.edu/directory. The directory is searchable by last name, first name, department, title, and Biola ID number.

Telephone Billing

A detailed statement, listing all phone charges for each phone in a department, is sent to each department once a month. Questions about billing should be referred to the IT Helpdesk at extension 4740.

Multi-Line Features

To Transfer a Caller to Another Extension

- Press the transfer button
- Dial desired extension
- Give original caller's name/information
- Press the transfer button and hang up

To Conference Call With up to Six People

- Dial first extension
- Press the conference button
- Dial next extension
- Inform person of the conference call
- Press conference again, to connect parties

Repeat steps to add additional parties.

To Place a Caller on Hold

- Press the hold button and hang up

To Return to the Caller

- Lift handset
- Press the line key, next to the fast blinking triangle

To Forward Calls to Another Extension

- Press the forward button
- Dial number where calls are to be forwarded (4700 for forwarding to voicemail)
- Press the forward button again

To Cancel Call Forward

- Press the forward button

Use Call Pickup to Answer a Call Ringing Within Your Call Pickup Area

- Lift handset
- Press the call pickup button
- Answer call

Use Speed Call to Program a List of Frequently Called Numbers

- Press the speed call button
- Dial a 2-digit code (between 00-19)
- Dial the number to be stored

- Press the speed call button to save

To speed call programmed numbers:

- Lift handset
- Press the speed call button
- Dial the two-digit code you assigned

To Program Options Such as Phone Volume, Display Contrast, and Display Format

- Select the program button
- Use the volume control key to access choices
- Press two-digit code of choice
- Make adjustments
- Press program to save changes and quit

Use Hands-free Mute to Speak to Your Caller Without Lifting the Handset

- Press the hands-free mute button or press an available line key

Single-Line Features

To Transfer a Caller to Another Extension

- Press the “Flash” or “L” (link) button
- Wait for special tone
- Dial desired extension
- Give original caller’s name/information
- Hang up

To Conference Call With up to Six People

- Dial first extension
- Press the “Flash” or “L” (link) button
- Wait for special tone
- Dial next extension
- Inform person of the conference call
- Press “Flash” or “L” again to connect parties

Repeat steps to add additional parties.

To Place a Caller on Hold

- Press the “Flash” or “L” button
- Wait for special tone
- Dial # and press 4
- Hang up

To return to the caller:

- Lift handset

To Place a Caller on Hold and Call Another Extension

- Press the “Flash” or “L” (link) button
- Wait for special tone
- Dial desired extension
- At call’s end, do not hang up
- You will be connected to original caller

To Forward Calls to Another Extension

- Lift handset
- Dial # and 1
- Wait for dial tone
- Dial number where calls are to be forwarded (4700 for forwarding to voicemail)
- Hang up

To cancel call forward:

- Lift handset
- Dial # and 1
- Hang up

Use Call Pickup to Answer a Call Ringing Within Your Call Pickup Area

- Lift handset
- Dial 13