

# UNK

## TELECOMMUNICATIONS

### Telephony Features and Instructions

Call Forwarding.....	1
Call Hold .....	1
Call Park.....	1
Call Pickup .....	2
Call Trace .....	2
Consultation Hold .....	2
Last Number Redial.....	2
Network Speed Dial .....	2
Ring Again.....	3
Six-Way Conference .....	3
Speed Call .....	3
Three Way Conference.....	3
Transfer .....	4
Transfer to Voice Mail.....	4
Per Call Blocking .....	4

*Note for all users: If you encounter a busy signal or any trouble activating a feature, please contact telecom.*

*Note for business set users: Check to see if your phone is programmed with a feature before attempting to use an activation code. Further, the call transfer button should be used in place of the switch hook.*

**Call Forwarding** allows automatic forwarding of a station's incoming calls to a predetermined number. This number can be an on or off campus phone number. Three Call Forwarding conditions can be programmed on your telephone: forward all calls, forward on a busy, forward on a no answer. One or all of these conditions can be programmed on your phone at one time.

- To Initiate:
  1. Lift handset.
  2. Dial the following access codes for the call forwarding you want. All calls \*72, busy \*90, or no answer \*92.
  3. Key in destination number as you would to call it (e.g., lead with a '9' for outside calls).
  4. Hang up.
  
- To Cancel:
  1. Lift handset.
  2. Dial the following call forwarding cancel access codes. All calls \*73, Busy \*91, or no answer \*93.
  3. Listen for confirmation tone.
  4. Hang up.

The phone whose calls have been forwarded (All Calls) will ring once. The call cannot be picked up from this phone. The ring is used as a reminder that the phone calls have been forwarded.

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**Call Hold** allows a user to place a call in progress on hold.

- To place a call on hold:
    1. Ask party to hold.
    2. Depress switch hook or call transfer button to obtain dial tone.
    3. Dial #87.
    4. Hang up.
  
  - To Reconnect:
    1. Lift handset, you are reconnected to the held party.
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**Call Park** allows a station user to park a call and then retrieve it again from the same or a different station.

- To Activate:
  1. Depress switch hook or call transfer button. Listen for special dial tone.
  2. Dial #84. Listen for confirmation tone. Call is now parked on this station number.
  3. To Retrieve:
  4. Lift handset at any station. Dial #86. Hear special dial tone.
  5. Dial four digit phone number where call is parked.

Only one call may be parked against a station at a time. Once call is parked, station is free to make or receive calls.

**Call Pickup** allows a station user to answer incoming calls to another station within the defined pickup group.

- To Use:
    1. Lift handset. Dial \*99. The call is connected to your phone.
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**Call Trace** allows station user to trace threatening or harassing phone calls from within your defined calling area.

- To Use:
    1. After receiving the call, hang up. Lift handset and listen for dial tone.
    2. Dial \*57 and follow voice recorded instructions. If these calls continue to be received, contact Telecommunications.
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**Consultation Hold** allows the initiator of a three way call or transfer to speak privately with the third party before completing the connection.

- To Use:
    1. Ask party to hold. Depress switch hook or call transfer button. Dial the party you wish to consult with.
    2. Internally dial the 4 digit phone number. Externally dial 9 and the desired number.
    3. Consult privately.
    4. Wait for the 3rd party to hang up and depress the switch hook or call transfer button to return to the original caller.
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**Last Number Redial** allows a station user to redial the last number dialed.

- To Use:
    1. Lift handset. Dial ##.
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**Network Speed Dial** are speed dial numbers established for all University station users to access. To add commonly dialed off campus numbers used University wide by all station users, contact Business Services.

- To Use:
  1. Lift handset. Dial 4 digit phone number below.

Blue Cross/Blue Shield Customer Service	3121
Fidelity Retirement Service	3122
Employee Assistance Program (EAP)	3124
TIAA-CREF Retirement Service	3125
Travel and Transport	3127
Caremark	3131

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**Ring Again** allows a station user to camp-on to an on campus busy station. The busy station will ring and be connected to the waiting call when it becomes idle.

- To Activate:
  1. When busy signal is encountered, depress switch hook or call transfer button.
  2. Obtain dial tone.
  3. Dial #80.
  4. Replace handset.
  5. When line becomes idle, one long and two short rings will be received at your phone. Pick up handset and busy station will be automatically dialed.
  
- To Cancel:
  1. Lift handset. Dial #80.

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**Six-Way Conference** allows a user to conduct a conversation or conference with a total of six parties. Only one of the parties needs to be an on campus phone number.

- To Use:
  1. Dial #95.
  2. Hear special dial tone.
  3. Dial number of first conferee.
  4. Ask first party to hold.
  5. Depress switch hook or call transfer button and press #95.
  6. Press hook switch.
  7. Dial the number of the next party to be added. Press hook switch and press #95. Repeat above steps to add each additional party to call. (If you encounter a busy, no answer or misdial #96 will drop).

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**Speed Call** allows you to pre-program a list of 30 frequently dialed numbers.

- To Program or Change:
  1. Lift handset. Dial \*75 Listen for special dial tone.
  2. Dial a two digit code (00-29).
  3. Enter desired telephone number. Dial #.
  4. Listen for confirmation tone.
  
- To Use:
  1. Lift handset.
  2. Dial \* and the assigned two digit code.

**Three-Way Conference** allows a station user to add a third party to the existing conversation.

- To Use:
  1. Ask first party to hold.

2. Depress switch hook or call transfer button.
  3. Hear special dial tone.
  4. Dial number of party to be added.
  5. When third party answers, depress switch hook or call transfer button and all three parties will be connected.
  6. If you encounter a busy, no answer, make an error in dialing, or wish to return to a two-way call when third party hangs up, depress switch hook or call transfer button twice to reconnect to original party.
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**Transfer** allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected. The third party dialed can be an off campus phone number.

- To Use:
    1. Depress switch hook or call transfer button.
    2. Listen for special dial tone.
    3. Dial desired station number.
    4. When party answers, announce call, depress switch hook or call transfer button again, and hang up. [If party does not answer, call will return to your phone after 20 seconds. If you encounter a busy, no answer, or make an error in dialing, depress the switch hook or call transfer button twice to reconnect to original party.]
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**Transfer to Voice Mail** allows a station user to transfer a caller directly to an on campus voice mail box.

- To Use:
    1. Ask caller to hold.
    2. Depress switch hook or call transfer button.
    3. Listen for special dial tone.
    4. Dial 7.
    5. When the voice mail system answers, enter 4 digit phone number.
    6. Depress switch hook or call transfer button again.
    7. Hang up.
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**Per Call Blocking** prevents the station's name and number from displaying on Caller ID.

- To Use:
  1. Lift handset. Dial \*67. Listen for confirmation tone.
  2. Dial number to be called.