

SPECIAL FEATURES ACCESS CODE

Switchhook: The buttons where receiver rests when not in use.

Press switchhook means: Press either button down firmly as far as it will go then release immediately.

Confirmation Tones: Three short tones.

HOLD

To put a caller on hold.

- Press switchhook. Dial *O. You will hear dial tone. You may receive another call, or activate another feature.

To return to held call.

- Press and hold switchhook or Dial *O

TRANSFER

To transfer an existing call to another terminal.

- Press switchhook. Dial number to (announce call). Hang up.

CONFERENCE

To add a 3rd party to call.

- Press switchhook. Dial number. After party answers, press switchhook.

To drop a 3rd party.

- Press switchhook.

To return to other party after busy tone or no answer

- Press switchhook twice.

ABBREVIATED DIALING

To place a list 1 call.

- Dial *1. Dial list entry number.

To program list 1 entry.

- Dial *91 (Program Mode). Dial list entry number to be programmed, 1 through 5. Dial number (up to 16 digits). Dial #. Hear confirmation tones. If other entries are to be programmed, remain in program mode and repeat procedures

To exit program mode

- Hang up

AUTOMATIC CALLBACK

To activate when there is a busy tone or party does not answer

(internal calls only).

- Press switchhook. Dial 57. Hear confirmation tones. Hang up.

CALL FORWARDING ALL CALLS

To temporarily send all calls to another terminal or to Voicemail

- Dial 54. Dial the number where calls will be sent (1900 for Voicemail). Hear confirmation tones. Hang up.

To cancel

- Dial 56. Hear confirmation tones. Hang up.

CALL WAITING

Another incoming call is waiting.

- You will hear 1 tone for campus call; 2 tones for outside call.

To accept call waiting

- Place the existing call on "Hold" (Press switchhook and Dial *O). After disposing of second call, press and hold switchhook or dial *O to reconnect original call.

CALL PICKUP

To answer a call to another extension in your pickup group

- Dial *7

LAST NUMBER DIALED

To call number again

- Dial #9

SEND ALL CALLS

To temporarily send all calls to the extension in your coverage path, this is usually voicemail.

- Dial *3

To cancel

- Dial #3

TRANSFER TO VOICEMAIL BOX

To transfer a call directly to a voicemail box.

- Press switchhook or transfer button. Dial "1001" Wait for announcement "Please enter the mailbox number" and enter the mailbox number. Immediately press the transfer button or press the switchhook.

CALL A VOICEMAIL BOX

To leave a message directly in a voicemail box.

- Dial "1900" and login to voicemail. Enter "1" and follow prompts to record and send message directly to voicemail box.