

Alternate Keys For Feature Codes

Activate - Press * or **12** before feature code

Deactivate - Press # or **13** before feature code

Auto Dial – Multi- Line Sets

Save time dialing a frequently called number by pressing your Auto Dial key.

Feature Operation:

To program the Auto Dial key:

1. Without lifting your handset, press the **Auto Dial** key.
2. Dial the number you wish to program, then press the **Auto Dial** key again.

To Activate:

- Lift the handset and press the **Auto Dial** key to place the call.

Call Forward – Single- and Multi- Line Sets

Call Forward allows you to program your phone so that it will automatically ring to another phone number, or to voice mail if you subscribe to this service. Your phone will give you a brief tone indicating that a call has just been forwarded. This feature is useful when you will be working at another work station and wish to receive your calls there. If not restricted, administrative telephones have the ability to forward to off campus numbers.

Feature Operation:

On a single-line telephone:

To Activate:

1. Lift your handset and dial * **71**.
2. Dial the number you wish to forward your telephone to and hang up.

To Deactivate:

- Lift your handset and dial # **71**. You will hear a special confirmation tone. Hang up.

On a multi-line telephone:

To Activate:

1. Press your **Call Forward** key, the light next to the key will begin blinking.
2. Dial the number to which you wish to forward your telephone.
3. Press your **Call Forward** key again and light will become steadily lit.

To Deactivate:

- Press your **Call Forward** key once and light will turn off.

To Reactivate:

- To reactivate Call Forward to the same number you were previously forwarded to, press the **Call Forward** key twice and light will become steadily lit.

Call Join – Multi-Line Sets (must have 3-Way Call and/or 6-Party Conference feature)

If you are on an active call and a second call is received on another line, you can "join" both lines into a conference call. This eliminates the need to terminate the second call and call back using the *conference* or *3-way call* feature.

Feature Operation:

With a call in progress on a primary telephone number/line and a call on Hold on a secondary telephone number/line:

1. Press the **Conference** key. Both parties are now on Hold.
2. To return both parties to the conference:
 - press the **Conference** key again,

- press the **primary telephone number/line key** (this takes the first caller off of hold),
- press the **Conference** key a third time,
- press the **second telephone number/line key**.

All three parties are now connected.

A special tone alerts the conferees that a party is joining/exiting a conference. If the originator of the Call Join disconnects from the conversation at any time the call is terminated.

Call Pick-Up – Single- and Multi-Line Sets

This feature allows you to answer calls to other phones within a predetermined Call Pick-Up Group.

Feature Operation:

On a single-line telephone:

1. While a line in your pickup group is ringing, lift your handset to open your line.
2. Dial * 73.

On a multi-line telephone:

1. While a line in your pickup group is ringing, lift your handset to open your line.
2. Press your **Call Pick-Up** key or dial * 73.

Call Transfer – Single- and Multi-Line Sets

This feature allows you to transfer a call to another on-campus telephone number. Calls cannot be transferred off-campus. If you receive a call for someone else on campus, you can transfer the call to the correct number. If you receive an improperly dialed fax transmission, send it to a fax machine using the transfer feature.

Feature Operation:

On a single-line telephone:

With a call in progress:

1. Press the **Flash** or **Link** key.
2. Dial the number to which you want to transfer the call.
3. When the person to whom you are transferring answers, you may press the **Flash** or **Link** key and the two parties will be connected, then hang

up. If you do not hang up you will be connected to both parties, much like a three way call.

On a multi-line telephone:

With a call in progress:

1. Press the **Transfer** key.
2. Dial the number to which you want to transfer the caller.
3. The next step depends on which method of transfer has been programmed on your multi-line telephone set.

Transfer Methods: Most multi-line sets have the Release method. If you have questions or would like to find out which transfer method you have, call the Telecom Help Desk at 6-4357 option 2.

Release method of transfer: You can press the **RLS** key or hang up to complete the transfer (you will be dropped from the conversation). You can also press the **Transfer** key a second time before or after the third party answers to connect all parties (this is much like a 3-way conference). Press your **RLS** key or hang up to be dropped from the conversation. If you misdial or decide not to transfer the call, press the **Transfer** key once to connect all three parties and then press the **Transfer** key again to disconnect the misdial or the incorrect party.

Standard method of transfer: Press the **Transfer** key again and all three parties are connected. You can then press your **RLS** key or hang up. Do not press your **RLS** key or hand up prior to connecting all three parties. This will disconnect the third party. You cannot complete a blind transfer with this method.

Call Transfer – Single Button - Multi-Line Sets

Single button transfer allows you to program a key on a multi-line set to transfer a call to a particular number. This feature is useful if you constantly transfer calls to one person or department.

Feature Operation:

On a multi-line telephone:

With a call in progress:

1. Press the **Single Button Transfer** key twice. This connects all three parties
2. You can press the **RLS** key or hang up to complete the transfer (You will be dropped from the conversation).

Please note that this feature does not allow for Consultation hold, which means all three parties are connected at the same time.

Call Waiting – Single-Line Sets

When engaged in a telephone conversation, this feature alerts you that another call is waiting and enables you to place the first call on hold to respond to the second call.

Feature Operation:

While on the phone, a tone alerts you another call is waiting.

- Press your **Flash** or **Link** key to get to the second call.
- Press your **Flash** or **Link** key to toggle between callers.

Cancel Call Waiting – Single-Line Sets

Temporarily disables call waiting for the duration of the telephone call. While engaged in a conversation, a call coming into you will receive a busy tone. If you want to place an uninterrupted call, cancel call waiting. When you hang up, call waiting is automatically reactivated.

Feature Operation:

- Pick up your handset, press * **92**, then place your call.

Flash or Link

On your single-line telephone set, you will either have a **Flash** or **Link** key that allows you to activate and/or deactivate calling features. **Flash** or **Link** performs the same function as a Switchhook Flash (briefly depressing the plunger where the handset normally rests).

Group Intercom – Single- and Multi-Line Sets

Allows you to use an abbreviated dialing code to call another person within a predetermined Intercom Group. Keep your main telephone number free while talking with someone in your Intercom Group.

Feature Operation:

On a single-line set:

- Press **#**, then dial the two-digit code assigned to the party you wish to reach.

On a multi-line set:

- Press your **Intercom** key and dial the two-digit code assigned to the party you wish to reach.

Hold – Single- and Multi-Line Sets

Allows you to place a call on hold.

Feature Operation:

With a call in progress:

1. Press your **Hold** key.
2. Press your **Hold** key again when you wish to retrieve the call.

All Telecommunication Services telephone sets are equipped with a Hold key, normally orange or red in color.

Interpreting Tones

Slow busy signal (1 tone per second)

- On Campus: The number you dialed is busy. Activate [Ring Again](#).
- Off Campus: The number you dialed is busy. Try your call later.

Fast busy signal (2 tones per second)

- Off Campus: Number dialed is not working or is invalid.

Last Number Redial – Single- and Multi-Line Sets

Allows you to redial the last number you dialed without entering the number.

Feature Operation:

- Pick up your handset, and press ##.

Ring Again – Single- and Multi-Line Sets

Notifies you that a previously dialed on-campus number (with a busy tone) is now available.

Feature Operation:

On a single-line telephone:

1. After reaching a busy signal, flash or link, dial *75 and hang up.
2. When your phone alerts you that the line is no longer busy (phone will beep at you), lift your handset and the number will be automatically dialed.

To cancel ring again before the busy number is free, lift your handset and dial *75.

On a multi-line telephone:

1. After reaching a busy signal, press the **Ring Again** key and set your handset back in the cradle.
2. When your phone alerts you that the line is no longer busy (phone will beep at you), pick up your handset and press the **Ring Again** key. The number will be automatically dialed.

To cancel ring again before the dialed number is no longer busy, press the ring again key without picking up the handset.

Single-Line Queuing – Multi-Line Phones

single-line Queuing allows you to have a call queue on your phone set. This feature is useful if you receive multiple calls at once, and don't have the key availability on your phone to allow for multiple lines to answer them.

When programming this feature we can specify how big you want the queue to be, set a greeting for customers to hear once they get put in the queue, and direct any overflow calls into the queue to a specified number or voicemail box.

Feature Operation:

On a multi-line telephone:

To activate:

Press the single-line **Queue** key. A solid triangle will appear, which indicates this feature is activated.

- If you are on a call and a second call comes in, your single-line **Queue** Key will light up, indicating another call is coming in. The caller will hear the custom announcement that was created for your queue.

Example: If you have set your queue to 3 callers, and a 4th call comes in, it will be forwarded to an overflow number or a voicemail box.

- To pick up a call in the queue, you must terminate your current phone call. The 1st call in the queue will start ringing on your line, and you may pick up the call.

To Cancel:

Press the single-line **Queue** key and the solid triangle will no longer appear, indicating this feature has been deactivated.

Speed Call – Single- and Multi-Line Sets

The Controller can program this feature.

Allows you to place calls to a pre-programmed list of frequently called numbers by dialing a two digit code number instead of the full number.

Feature Operation:

On a single-line telephone:

To program the list (you must be the controller):

1. Lift your handset and dial *77 for a long list or *76 for a short list.
2. Enter a two-digit speed call code for the number.

3. Dial the number to be stored (up to 16 digits).
4. You will hear a confirmation tone.

To use speed call:

- Lift handset, dial * plus the speed call code for the phone number you want to dial.

On a multi-line telephone:

To program the list (you must be the controller):

1. Without lifting your handset, press **Speed Call** key or dial * **77** for a long list or * **76** for a short list.
2. Enter a two-digit speed call code for the number.
3. Dial in the number to be stored (up to 16 digits).
4. Press the **Speed Call** key again to save the code.

To use speed call:

1. Lift handset.
2. Press the **Speed Call** key or press *.
3. Enter the Speed Call code number for the number you want to dial.

3-Way Call – Single-Line Sets

Allows you to set up a conference with two other parties on- or off-campus. You may also transfer a call using the 3-Way Call feature. Save time by getting all necessary parties into a discussion at the same time.

Feature Operation:

With a call in progress:

1. Press the **Flash** or **Link** key to place the caller on hold.
2. When you hear the dial tone, dial the next number and announce the conference.
3. Press the **Flash** or **Link** key and all parties are connected in conference.

If you wish to leave the conversation, simply hang up. The other two parties will remain connected as long as one of the remaining party is *on-campus*. If the call originated from *off-campus*, one of the remaining parties must be *on-campus* or the call will be disconnected.

6-Party Conference – Multi-Line Sets

Allows you to set up a conference with five other parties on- or off-campus. Save time by getting all necessary parties into a discussion at the same time.

Feature Operation:

On a multi-line telephone:

With a call in progress:

1. Press the **Conference** key to place the call on hold.
2. When you hear the dial tone, dial the next number and announce the conference call.
3. Press your **Conference** key to connect all parties.
4. Press your **Conference** key to place these people on hold and repeat steps 2 & 3.

To end the cycle, always press your **Conference** key to connect all parties (step 3).

If you do not want to establish the connection and have not yet pressed the Conference key:

- Press the **RLS** key to drop the last-dialed number.

UW Long Distance – Single- and Multi-Line Sets

The UW [Calling Card](#) can be used to place long distance calls from on-campus at low long distance rates. Billing can be sent to either on-campus or home addresses.

Feature Operation:

Using the UW Calling Card on all set types:

1. Lift your handset and hear dial tone.
2. Dial * **80** (you will hear a brief stutter dial tone).
3. Dial your seven-digit authorization code and hear a second dial tone.
4. Dial **9+1+Area Code+Telephone Number**.

Placing operator-assisted long distance calls:

1. Dial **9+0+Area Code+Telephone Number**.
2. Listen for dial tone.
3. Enter Calling Card authorization code or wait for operator to answer.