

Single Line Desk or Wall Telephone

The following Single Line Telephone features and functions are described below. Click the link to learn more!

Call Forwarding	Hold	Call Pick Up
Three Way or Conference Call	Transferring	Call Back

Call Forwarding:

Forward All - All calls coming into your telephone may be directed to another extension or voice mail.

To set this feature:

- Lift the handset; listen for dial tone
- Press the Star Key (*), then the 1; and listen for the Special Dial Tone (interrupted dial tone–beep, beep, beep)
- Enter the number where you want to forward your calls. If you want to forward them to voice mail, enter 677 and the last four digits of your extension.

If forwarding is accepted, the Service Set Tone (steady dial tone) will be heard. If forwarding is denied, the fast busy will be heard.

To Cancel this feature:

- Lift the handset; listen for dial tone
- Press the Call Forward All Cancel code by pressing the Pound (#) key, and the 1 key, then hang up.

Forward Busy - All calls coming into your telephone may be directed to another extension or voice mail if your line is busy.

To set this feature:

- Lift the handset; listen for dial tone
- Press the Star (*) key, the 2 key; listen for the Special Dial Tone (interrupted dial tone-beep, beep, beep)
- Dial the desired number where you want to forward your calls. If you want to forward them to voice mail, enter 677 and the last four digits of your extension.

If forwarding is accepted, the Service Set Tone (steady dial tone) will be heard. If forwarding is denied, the fast busy will be heard.

To Cancel this feature:

- Lift the handset; listen for dial tone
- Dial the Call Forward Busy Cancel code by pressing the Pound (#) key and the 2 key then hang up.

Forward No Answer - All calls coming into your telephone may be directed to another extension or voice mail if you don't answer after 3 - 5 rings.

To set this feature:

- Lift the handset; listen for dial tone
- Press the Star Key (*), then the 8 key; listen for the Special Dial Tone (interrupted dial tone – beep, beep, beep)
- Dial the desired number where you want to forward your calls. If you want to forward them to voice mail, enter 677 and the last four digits of your extension.

If forwarding is accepted, the Service Set Tone (steady dial tone) will be heard. If forwarding is denied, the fast busy will be heard.

To Cancel this feature:

- Lift the handset; listen for dial tone.
- Dial the Call Forward No Answer Cancel code by pressing the Pound (#) key, the 8 key – and then hang up.

You may use one, two or all three forwarding features at one time. Keep in mind if you set FORWARD ALL it will supersede the other two forwarding features. I recommend using forward busy and forward no answer; these two features will capture your calls whether you are on the line or away from your desk.

Call Hold - To place your caller on hold:

- Flash the switch hook once and Listen for the Special Dial Tone (interrupted dial tone – beep, beep, beep)
- Press the Call Hold access code by pressing the 1 key, the Star (*) key and the 7 key. So 1*7.
- Your caller is now on Hold

Do not place the handset on the telephone until you are ready to retrieve the call.

To Reclaim your Caller –

- Replace the handset; wait for the ring back, lift the handset and the original call is reconnected.

Transferring Calls

To transfer callers to another individual or department do the following:

- Notify the caller of the transfer
- Flash the switch hook once and Listen for the Special Dial Tone (interrupted dial tone – beep, beep, beep)
- Dial the intended station number
- When the called station answers, announce the transfer and hang up

If the destination number is busy, flash the switch hook once again to return to the original party.

Call Pickup - You may answer an incoming call directed to an unattended station within a programmed pick-up group. For instance your colleague's telephone is ringing, if there is an established Pick-Up group, you can lift your handset and press 1*9 and the call will automatically be connected to your telephone.

Note: This feature must be programmed by Telecommunications.

To Initiate the Call Pickup do the following:

Lift the handset Listen for dial tone

Press the 1 Key, the Star (*) key and the 9 key and the call will automatically be connected to your telephone

Call Back – On CAMPUS ONLY - After dialing an internal number and receiving a busy signal, you can activate the Call Back feature so that you will be called back when the busy station becomes available.

To Set this feature After encountering a busy signal do the following:

- Flash the switch hook once Receive the Special Dial Tone (interrupted dial tone – beep, beep, beep).
- Press the 1 key, the Star (*) Key and the 3 key.
- Listen for the Service Set Tone and hang up (steady dial tone).

When the called station becomes available, your call is placed automatically. This feature will only store one call at a time.

To cancel Call Back do the following:

Lift the handset and press the Pound Key (#) and then the 3 key and then hang up

Three Way Calling - this feature allows you to talk to 2 individuals at the same time.

To establish your three way call, do the following:

When you have your first caller on the line, announce that you are inviting a third individual into your conversation.

- Flash the switch hook once, listen for the special dial tone (interrupted dial tone – beep, beep, beep)
- Dial the number of the third party.
- When they answer, announce the three - way call.
- Flash the switch hook again and all three parties are now connected