

Single-Line Analog Users Guide

POT (Plain Old Telephone) Set & Business Set

RINGING

One Ring – Call from within the system

Two Rings – Call from outside the system

Three Rings – A call has been sent thru with PRIORITY status

½ Ring – Send Calls (to coverage) or Call Forwarding is active

TONES

Beep-Beep-Beep – Confirmation Tone – Feature has been activated or deactivated

Fast Busy/Reorder Tone – Hang-up and try again

Long Beep – Coverage Tone – The call is being forwarded to the extension programmed to cover the calls.

VOLUME CONTROL

On the right side of the telephone set:

Select Ring – choose from HI/LOW & SLOW/FAST ringing patterns

Ringer – controls ringer volume

FIXED FEATURES

SWITCHHOOK, FLASH, RECALL – Press to get 2nd dial tone for different features

REDIAL – Press to redial last number called

HOLD – Press to put caller on hold

MUTE – Press to remove your end of conversation, allowing you to continue listening to caller

SYSTEM FEATURES

ABBREVIATED DIALING

- ▶ To store frequently dialed numbers (“speed dial”)
 - Dial * 0
 - Dial the two-digit index number (01-15) you wish to use
 - Dial the complete number. If applicable, include area code (i.e. 9 + 1 + xxx + xxx + xxxx).
 - Press # (hear confirmation tone of 3 short beeps)
- ▶ To use (“speed dial”)
 - Dial * 7
 - Dial the two-digit index number

AUTOMATIC CALLBACK

Use this feature for an on-campus extension that is currently busy. It will send you a 3-burst ringing tone when the line is available. This feature monitors for 30 minutes.

- ▶ To activate automatic callback
 - Press switchhook (or flash, or recall)
 - Dial * 5
 - Dial the busy extension (hear confirmation tone of 3 short beeps)
 - Hang up
 - The phone will ring with 3 short bursts of tone when the number becomes available. Lift up the receiver and the phone will call back the other extension.
- ▶ To cancel (before 30-minute timeout)
 - Dial # 5 (hear a confirmation tone of 3 short beeps)

CALL FORWARDING

If the phone is forwarded off-campus, you will be charged for the cost of forwarding each call. This feature overrides voice mail.

- ▶ To activate call forwarding
 - Dial * 2
 - Dial the extension number you want your calls forwarded to (hear confirmation tone of 3 short beeps)
- ▶ To cancel
 - Dial # 2 (hear confirmation tone of 3 short beeps)

CALL PARK

- ▶ To place call on hold and retrieve from any extension
 - Press switchhook (or flash, or recall)
 - Dial * 6
 - Hang up
 - Call will hold for 2 minutes (maximum). If call is not retrieved, it will ring back on originating phone.
- ▶ To retrieve parked call from any extension
 - Get dial tone
 - Press # 6 (Answer Back Code)
 - Dial extension number where call was parked

CALL PICKUP

- ▶ To answer a group member's call
 - Get dial tone
 - Dial # 4
 - Call connected to your extension
- ▶ Direct call pickup
 - Dial * 4 + extension number

CALL WAITING

Use this feature to put the first call on a temporary hold while answering a call waiting tone.

- ▶ To retrieve the incoming call
 - Press switchhook (or flash, or recall)
 - Dial * 8 (the call waiting is retrieved)
- ▶ To return to the original call
 - Hang up
 - The phone will ring (3 short bursts) with the original call

**Note: The second call must be completed before returning to the first call. You can call the Telephone Support Office (x2562) to have Call Waiting removed.*

CONFERENCE CALLS – A POT, or BUS, phone allows you to conference up to three (3) people, including yourself.

- ▶ To add third party to call
 - Dial first number
 - Press switchhook (or flash, or recall)
 - Dial the number of the third party and wait for an answer
 - Press switchhook (or flash, or recall) – The parties are now connected.

HOLD

To put a call on hold while your answer another call, make a call, or perform some other task.

- ▶ To activate
 - Press switchhook (or flash, or recall) – DO NOT HANG UP
- ▶ To return to the held call
 - Press switchhook (or flash, or recall)

SEND CALLS

- ▶ To send calls directly to coverage (voice mail)
 - Get dial tone
 - Dial * 3 (hear a confirmation tone of 3 short beeps)

**Note: you will hear a ring-ping (half-ring) tone from your telephone as each call is sent to coverage.*

- ▶ To Cancel
 - Dial # 3

TRANSFER

- ▶ To transfer call to another extension
 - Press switchhook (or flash, or recall)
 - Dial extension number (announce transfer)
 - Hang-up
- ▶ To return to caller if no answer or caller doesn't wish to take the call
 - Press switchhook (or flash, or recall)
 - Called party back on line

LAST NUMBER DIALED

- ▶ To redial last number
 - Press Redial or dial * 9