ANALOG TELEPHONE
SET USER GUIDE

Emergency Police/Fire/Medical  911
Non-Emergency Police                        4-4434
Communications
  Applications Office  4-0503
  Business Office     4-0000
Telephone
  Feature Information  4-0999
  Trouble Reporting/Repair  4-7777

Features

Authorization Code
establishing a call
• 1. Lift the handset.
• 2. Dial 3.
• 3. Enter the authorization code number.
• 4. Dial the telephone number.

Authorization Code
during transfer or conference call
• 1. Press tap key.
• 2. Dial 3 and enter the authorization code.
• 3. Press tap key.
• 4. Dial the telephone number.

Call Hold
② Activate Call Hold    * 74
① Retrieve a Held Call
– Feature Activation Code * 74
– or… hang up

Call Hold
activate
• 1. Press the tap key while on an existing call.
• Response: Special dial tone is delivered.
• 2. Press * 74
• Response: Confirmation tone is delivered followed by 10 seconds of dial tone.

Call Hold
retrieve
• 1. Hang up or...
• Press the tap key
• Response: Special dial tone is delivered.
• 2. Press * 74
• Response: The user is connected to the held call.

Call Waiting
• While on an established call, the user hears the call waiting tone…
• 1. Press the tap key and enter the call hold feature activation code * 74
• Response: The user is connected to the incoming call. The first call is put on hold.

Call Forward
program
• 1. Lift the handset.
• Response: Dial tone is delivered.
• 2. Dial * 78
• Response: Special dial tone is delivered.
• 3. Dial the number where the call is to be forwarded.
• Response: Confirmation tone is delivered.
Call Forward
  cancel
  • 1. Lift the handset.
  • Response: Dial tone is delivered.
  • 2. Dial * 79
  • Response: Confirmation tone is delivered.

Call Park
  activate
  • 1. Press the tap key.
  • Response: Special dial tone is delivered.
  • Enter *73.
  • Response: Confirmation tone is delivered.

Call Park
  retrieve
  • 1. Lift the handset.
  • Response: Dial tone is delivered.
  • 2. Enter #73 and dial the 5-digit number used to park the call.
  • Response: Two-way conversation with the parked caller begins. The system unparks the call.

Call Pickup
  Retrieve a ringing call from another phone
  • 1. Lift the handset.
  • Response: Dial tone is delivered.
  • 2. Enter *77.
  • Response: Two-way conversation begins with the incoming caller.
Directed Call Pick Up
*Retrieve a ringing call from a specific number*

1. Lift the handset.
   • Response: Dial tone is delivered.
2. Enter 2 and dial the 5 digit number of the ringing telephone.
   • Response: Two-way conversation begins with the caller.

Transfer a call

1. Press the tap key.
   • Response: Special dial tone is delivered.
2. Dial the number where the call is to be transferred.
   • Response: When the person to whom the call is transferred answers, you are connected to them alone and can confer with them privately.

Transfer a call (cont.)

3. Press the tap key.
   • Response: The system establishes a 3-way call connection.
4. Hang up to exit from the 3-way call.
   • Response: The system completes the transfer.
   • Note: During the announced transfer, a three way call is established.

10 Party Conference
*initiate a conference call*

1. Lift the handset.
   • Response: Dial tone is delivered.
2. Enter *71 to reserve a conference bridge.
   • Response: Special Dial Tone is delivered.
3. Dial the first conferee.
   • Response: Hear Ringback until caller answers. Inform of conference.
4. Press the tap key.
• Response: Special dial tone is delivered. The original party is put on hold.
• 5. Enter *71
• Response: The system connects both parties.
• 6. Press the tap key and repeat Steps 3 through 5 for up to 10 persons (including the originator).

10 Party Conference
release a busy/no answer number
• 1. Before adding a busy/no answer or wrong number to the conference…press the tap key.
• Response: Special dial tone is delivered.
• 2. Enter #71
• Response: The busy/no answer station is released. Special dial tone is delivered.
• 3. Dial the number of the next person or enter *71 to join the conference call.

Last number redial
• 1. Lift the handset.
• Response: Dial tone is delivered.
• 2. Enter # #
• Response: The telephone redials the last number called. On or off campus.

Callback - Busy Station
activate
• 1. Press the tap key after receiving a busy signal.
• Response: Special dial tone is delivered.
• 2. Enter *75
• Response: Confirmation tone is delivered.
Callback - Busy Station

• 1. Lift the handset.
• Response: Dial tone is delivered.
• 2. Enter *75
• Response: Confirmation tone is delivered.

Voice Mail

• 1. Lift the handset.
• Response: Dial tone is delivered.
• 2. Dial 5-6245, the voice mail access number.
• Response: Connected to the Voice Mail system.

Abbreviated Dialing

• 1. Lift the handset.
• Response: Dial tone is delivered.
• 2. Enter *88
• Response: Special dial tone is delivered.
• 3. Dial the 2-digit code (00-29) to be associated with the number being stored.
• 4. Dial the number to be stored.
• 5. Enter #.
• Response: Confirmation tone is delivered.

Abbreviated Dialing

• 1. Lift the handset.
• Response: Dial tone is delivered.
• 2. Enter *code (00-29).
• Response: The system dials the phone number automatically.
Abbreviated Dialing
changing or erasing a number

• 1. Lift the handset.
• Response: Dial tone is delivered.
• 2. Enter * 88
• Response: Special dial tone is delivered.
• 3. Dial the 2-digit code (00-29) of the number to be changed or erased.
• 4.a. To change the number the code represents, dial the new number or
• 4.b. To erase the number from the list, press * (asterisk) on the dial pad.
• 5. Enter #.
• Response: Confirmation tone is delivered.