BUSINESS OR MULTI-LINE TELEPHONE SET INSTRUCTIONS

There are several different models of business telephone sets throughout the University campus. The image below is the most common set on campus. Roll your cursor over the buttons on the phone and click your mouse. Instructions for the button will appear

Business Telephone Set

The most commonly used business telephone set features are listed below. Choose the feature you want to use and step by step instructions will be displayed.

NOTE: Not everyone has these features programmed on their business set. If you require a feature, contact your department's telephone contact person.

- Call Transfer/Three Way Calling
- Hold and Automatic Hold
- Call Forward
- Call Pickup
- Ring Again
- Call Park
- Speed Calling

CALL TRANSFER/THREE WAY CALLING

To transfer a call or add a third party to your call

1. Advise the calling party to hold the line
2. Depress CALL TRANS key, LCD (liquid crystal display) flashes to indicate call is on hold
3. Special dial tone is heard(3 beeps followed by dial tone)
4. Dial desired number
5. Depress CALL TRANS key again
6. All three parties are now connected
7. to complete CALL TRANSFER, depress the RLS key and replace the handset

Getting Information without transferring the call

1. Advise calling party to hold the line
2. Depress CALL TRANS key, LCD flashes
3. Special dial tone is heard
4. Dial desired number
5. When called party hangs up, depress the key next to the flashing LCD.
6. You are reconnected to original party

Returning to Original Party should the Called Number be Busy or no Answer

1. Depress RLS key to release buys or ringing tones
2. Depress the key next to the flashing LCD.
3. You are reconnected to original party

Back to Menu

Hold and Automatic Hold

To hold a call in order to receive another call

1. Depress the key next to the slowly flashing LCD (LCD flashes on existing call indicating call on hold)

2. You are connected to the new call

3. When the second call is completed, depress the key next to the flashing LCD to return to held party

To hold a call in order to place another call

1. Depress an idle key (LCD flashing on existing call indicating it is on hold)

2. Dial tone is heard

3. Dial the desired number

4. When call is complete, press the key next to the flashing LCD to return to the call on hold

To hold a call

1. Depress HOLD key (LCD flashes on existing call indicating it is on hold)

2. To return to the call, depress the key next to the flashing LCD

Back to Menu

CALL FORWARD

To Forward Calls

1. Notify the person to whom your calls are going to be forwarded to

2. Depress CALL FORWARD key (associated LCD flashes and handset is still in cradle)

3. No dial tone will be heard

4. Dial the number to which the calls will be forwarded to

5. Depress CALL FORWARD key again (associated LCD goes on)

To Cancel Call Forwarding

1. Depress CALL FORWARD key (associated LCD goes out)

Back to Menu

CALL PICKUP

To answer calls to other stations within your call pickup group

1. Lift handset
2. Depress CALL PICKUP key
3. You will be connected to the incoming call.

Back to Menu

RING AGAIN

Activate

1. When a busy tone is heard AFTER dialing a local, depress the RING AGAIN key (associated LCD goes on)

2. Replace handset (you may continue to make or receive calls)

3. When the called station becomes free, RING AGAIN LCD flashes and tone sounds through the speaker.

4. Lift Handset

5. Depress RING AGAIN key. The called station rings and you are connected

NOTE: You should respond quickly to the tone, otherwise the called station may be busy again. In this case, RING AGAIN should be repeated. Also RING AGAIN does not work with voicemail.

To Deactivate

1. Depress the RING AGAIN key without lifting the handset. LCD goes off.

Back to Menu

CALL PARK

Allows you to park a call against a number on your set and retrieve it from your set or any other telephone

To Park a Call

1. Depress CALL PARK key (confirmation tone will be heard and LCD goes on)

2. Replace handset (call park and LCD goes off)

To Retrieve a Parked Call

1. Lift handset

2. Depress CALL PARK key or dial *31 (special dial tone is heard)

3. Dial the telephone number of the station the call was parked against-you will be connected to the parked party.

Back to Menu

SPEED CALLING

To Program Speed Call Numbers

1. Without lifting the handset, depress the SPEEDCALL key, LCD will be flashing

2. Dial the 2 digit code + telephone number + #

3. Depress SPEED CALL key again (LCD goes off)

To use Speed Call

1. Depress DN key(Go Off Hook)

2. Depress SPEED CALL key (LCD goes on)or Press *Key

3. Dial two digitspeed call code for the number you desire

4. Lift handset when called party answers

Back to Menu