

SINGLE LINE TELEPHONE SET INSTRUCTIONS

There are several different models of single line 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.

SINGLE LINE TELEPHONE SET



The most commonly used single line 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. If you require a feature, contact your department's telephone contact person.

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CALL TRANSFER

Activation

1. Advise the caller that you are going to transfer the call.
2. Press the LINK/FLASH button once, momentarily.
3. Dial the local and a ringback tone will be heard.
4. Press the release button.
5. Replace the handset in the cradle.
6. LINK/FLASH TWICE if busy or no answer.

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CONSULTATION HOLD

Activation

1. Place original call on hold by pressing the LINK/FLASH button once momentarily
2. Special dial tone is heard
3. Dial the third party's telephone number
4. A ringback tone will be heard
5. Third party answers
6. Once the third party has hung up, you will be connected to the original call

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THREE-WAY CONFERENCE

Activation

1. Place original call on hold by pressing the LINK/FLASH button once momentarily
2. Special dial tone is heard
3. Dial the local
4. A ringback tone will be heard
5. After third party answers, press the LINK/FLASH button once momentarily

6. All three parties will be connected and can talk

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CALL PARK

Activation

1. Press LINK/FLASH button once momentarily
2. Special dial tone is heard
3. Dial *30. Confirmation tone is heard
4. Replace Handset

To Retrieve

1. From any station, lift handset
2. Dial tone is heard
3. Dial *31
4. Confirmation tone is heard
5. Dial the extension number where the call is parked to reconnect it.

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CALL PICKUP

To answer calls to other stations within your call pickup group

To Respond

1. Lift handset.
2. Dial tone is heard
3. Dial *33
4. The call is now connected to your telephone

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SPEED CALLING

To Program

1. Lift handset.
2. Dial tone is heard
3. Dial *75
4. Special dial tone is heard
5. Dial the 2 digit code by which the number is stored and identified (00-29)
6. Dial the number to be stored and press #key
7. Confirmation tone will be heard
8. Replace the handset

To Use

1. Lift handset
2. Dial tone is heard
3. Dial *key, the 2 digit code assigned to the stored number and #key

To Deactivate

1. Lift handset
2. Dial tone is heard
3. Dial *75
4. Special dial tone is heard
5. Dial 2 digit code by which the number is stored
6. Press #key. Confirmation tone is heard
7. Replace handset in cradle

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CALL WAITING

To Respond

1. Call waiting tone is heard during conversation
2. To answer new call, press LINK/FLASH button once momentarily
3. First call will be put on hold
4. Talk to the incoming caller
5. Press LINK/FLASH button to alternate between callers
6. To end current call replace the handset
7. Ring tone is heard
8. Lift the handset to speak with new caller

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RING AGAIN

Activation

1. Press LINK/FLASH button once momentarily
2. Special dial tone is heard
3. Dial *40
4. Confirmation tone is heard
5. Replace handset

To Deactivate

1. Lift handset, dial tone is heard
2. Dial *40
3. Confirmation tone is heard
4. Replace handset

NOTE: Ring again does not work with voicemail

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HOLD

Allows the user to place a caller on hold so that another call can be made or answered Activation with Hold Button

1. To place existing call on hold, press HOLD button once. The call is now on hold

Activation Without Hold Button

1. To place existing call on hold, press LINK/FLASH button once momentarily
2. Special dial tone is heard
3. Dial *32
4. Hang up

To Reconnect

1. Lift handset
2. You will be connected to the caller

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CALL FORWARD INTERNAL

Call forward internal (within the University) is used to forward the telephone set directly to another telephone set of choice. The feature is programmed manually to the telephone set location. The telephone set will not ring at the location until the call forward internal feature is deactivated.

Activation

1. Lift handset, dial tone is heard
2. Dial *72, special dial tone will be heard
3. Dial number to which calls are to be forwarded
4. Confirmation tone is heard
5. Replace handset

Deactivation

1. Lift handset, dial tone will be heard
2. Dial *73, confirmation tone is heard
3. Replace handset

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CALL FORWARD DON'T ANSWER

Call forward don't answer is pre-programmed to a specific telephone set within an area. The telephone set will ring 3 times and then will forward to the specific telephone set. This feature is added or changed by a request to a Service Advisor within Telecommunications.

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CALL FORWARD BUSY

Call forward busy is programmed to a specific telephone set within an area. The telephone set will automatically forward on a busy condition. This feature is added or changed by a request to a Service Advisor within Telecommunications.

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CALL FORWARD UNIVERSAL

Call Forward Universal (outside the University) is pre-programmed to a specific telephone set. This feature allows the telephone set to be forwarded off campus, outside the system. The telephone set will ring once and then forward outside the University. This feature is added or changed by a request to a Service Advisor within Telecommunications.

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