



TELEPHONE QUICK REFERENCE GUIDE

ALL FORWARD BUSY

Lift handset or press **SPKR**

Press ***8**

Dial extension for call to be sent to.

If voice mail, this would be
20500.

To Cancel:

1. Lift handset or press **SPKR**
2. Press **#8**

CALL FORWARD NO ANSWER

Lift handset or press **SPKR**

Press ***5**

Dial extension for call to be sent to.

If voice mail, this would be
20500.

To Cancel:

Lift handset or press **SPKR**
Press **#5**

CALL FORWARD ALL CALLS

1. Lift handset or press **SPKR**
2. Press **CFA** or ***7**
3. Dial extension for call to be sent to. If voice mail, this would be 20500.

To Cancel:

1. Lift handset or press **SPKR**
2. Press **CFA** or **#7**

THREE WAY CALLING CONFERENCE CALL

1. Press **TRF** to place original party on hold.
2. Dial third party
3. Press **CNF** to connect conference call

CALL PARK

(Allows a call to be put on hold and retrieved from same phone or any other phone. Call can be accessed from anywhere on any phone. You have to know where the call is parked. If you do not pick up the call, the call will come back to the original extension. The call typically holds for about 3 min.)

Press **TRF**

Press ***0**

To Retrieve from Originating Station

Press ***0**

To Retrieve from Another Station

1. Press **#0** plus **extension of originating station**

CALL PICKUP

(Must be programmed in the telephone switch and should be extensions that can be heard ringing. Can be no more than 20 extensions. Contact your Voice SDS or the Help Desk)

1. Station in Pick Group rings
2. Press **PCK** or ***6**

Directed Call Pickup

1. Remote station rings

HOLD

Press **HOLD** button

Call rings back after 120 seconds

To Recover Call:

Press the extension key
corresponding to the line on hold

EXCLUSIVE HOLD (ONLY THE STATION WHICH ORIGINATED HOLD CAN RECOVER CALL)

1. Press **HOLD** button twice
2. Call rings back after 120 seconds

To Recover Call:

1. Press the extension key
corresponding to the line on hold

SOFT HOLD

1. Press TRF
2. Press *1
3. Initiate new call

To Return to Original Call:

1. Hang up
2. Original call rings back

To Place Second Call on Hold and Return to

Original Call:

1. Press TRF
2. Press *1

CALL TRANSFER

Press **TRF** while connected to the
first party

Dial number transferring call to

Hang up to connect

2. Press #6
3. Dial extension number of station ringing

CALL BACK

(Call Back can only be set on a prime number)

Receive busy tone when calling extension

Press **CB** and light turns red

Hang up phone

When the number you dialed becomes free, your phone
will ring. When you pick up handset, the
extension's phone will ring. The telephone switch
will try the call three times.

To Cancel:

1. Press **CB**

SPEED DIAL KEYS

To Program a Speed Dial Number Key

1. Leave handset in the cradle
2. Press the Speed Dial number key
3. Dial number to be programmed
4. Press the Speed Dial number key

To Dial Programmed Number

1. Lift handset or press **SPKR**
2. Press the Speed Dial Number Key

To Verify Programmed Number

1. Leave handset in cradle
2. Press the Speed Dial Number Key
3. Programmed number will show on display

RECALL

The **RECALL** button disconnects and gives you dial
tone without having to hang up your handset.

PROGRAMMED PHONE FEATURES:

S&R (Save and Repeat)

1. Save and store a number of your choice; i.e., a number you have to call back repeatedly during the day whether call is external or internal.
2. Has to be a number that you dial and only stores one number at a time.
3. When speaking to person, at any time you can press **S&R** and it will light up. You have to do this before you hang up.
4. Press **S&R** to dial number. The light will go out when you make the call.

VCL (Voice Call)

1. Used to call one telephone and activate the speakerphone immediately after one ring.
2. As soon as the phone rings, activate the **VCL** button and then you can speak hands free. The phone will change from ringing to immediate voice.

SHIFT

This creates dual function on speed dial keys. If you have 10 speed dial keys, the **SHIFT** key allow you to have 20.

LAST# (Last Number Redial)

1. This saves the last number you dialed whether external or internal number.

To Verify Last Number Dialed:

1. Leave handset in cradle
2. Press **LAST#**
3. Number will display on phone

MSG (Message)

1. This feature allows you to leave an internal numeric message (i.e., an extension number) on a person's phone.
2. To review message, press **MSG** key.
3. To return a message, press **SPKR** while message is displayed and press **MSG**.
4. This stores up to four messages and you can scroll through the messages.
5. **MSG** has to be programmed on both phones to work.
6. To cancel a message, press **#** while message is displayed.

CALLING PROCEDURES

INTERNAL: Dial 5-digit campus ext.

LOCAL: Dial 9 + local number

TOLL FREE: Dial 9 + 1 + 800 + 7 digits

LONG DISTANCE:

University Related:

Dial 8 + AC + 7 digits + UTMB authorization code

Others:

Dial 9 + 0 + AC + 7 digits (SWB operator will assist with call)

INTERNATIONAL:

Dial 8 + 011 + country code + city code + phone # + UTMB authorization code

DIRECTORY ASSISTANCE:

Local: Dial 9 + 411

Long Distance: Dial 8 + AC + 555-1212 + UTMB authorization code

HELPFUL NUMBERS

I.S. HELP DESK = 25200

TRAINING = 76530