

SERIES I TELEPHONE QUICK REFERENCE GUIDE

CALL FORWARD BUSY

1. Lift handset or press **SPEAKER**
2. Press ***8**
3. Dial extension for call to be sent to. If voice mail, this would be 20500.

To Cancel:

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

CALL FORWARD NO ANSWER

1. Lift handset or press **SPEAKER**
2. Press ***5**
3. Dial extension for call to be sent to. If voice mail, this would be 20500.

To Cancel:

1. Lift handset or press **SPEAKER**
2. Press **#5**

CALL FORWARD ALL CALLS

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

HOLD

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

To Recover Call:

1. 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 **TRANSFER**
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

1. Press **TRANSFER** while connected to the first party
2. Dial number transferring call to
3. Hang up to connect

THREE WAY CALLING CONFERENCE CALL

1. Press **TRANSFER** to place original party on hold.
2. Dial third party
3. Press **CONF** 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.)

1. Press **TRANSFER**
2. Press ***0**

To Retrieve from Originating Station

1. 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

(You decide the phone you want to pick up. Phones do not have to be in a programmed pick group.)

1. Remote station rings
2. Press **#6**
3. Dial extension number of station ringing

PROGRAMMED PHONE FEATURES:

CALL BACK

1. Receive busy tone when calling extension
2. Press **CB** and light turns
3. Hang up phone
4. 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.
Call back can only be set on a prime number.

To Cancel:

1. Press **CB**

Note: If **CB** not programmed on your phone, you can program a **TOUCH** button with ***9** for this function.

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.

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.

TOUCH

1. Leave handset in cradle. Press **FEATURE**
2. Press the **TOUCH** button you want to program
3. Enter the extension or telephone number (9 + local number)
4. Press **FEATURE**

PHONE FEATURES:

RECALL

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

UP/DOWN (▼DOWN ▲ UP)

- **Display Contrast:** Press up/down key while idle
- **Speaker/Receiver Volume:** Press up/down key during conversation
- **Ringer Volume:** Press up/down key during ringing.

SPEAKER: Controls the built-in speaker for hands-free dialing. **MIC** is built-in microphone used for hands free operation with **SPEAKER**.

Feature plus 3: Change ringer tone

PHONE FEATURES:

REDIAL OR LAST# (Last Number Redial)

1. Press **Redial** or **LAST#**
2. Press **Redial** or **LAST#** until desired number is displayed. Up to 5 previously dialed numbers are saved. Display shows LNR[#OR*]/SPD[_ _]-1 (under this is extension no.), Keep pressing **Redial** or **LAST#** until number you want to call is displayed.
3. Press ***** to dial extension. The number on the display is automatically redialed.

When party has answered, lift handset or speak hands-free

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

HELP DESK: Ext. 25200