



TELEPHONE QUICK REFERENCE GUIDE SINGLE LINE TELEPHONE

CALL FORWARD BUSY

Lift handset

Press *8

Dial extension for call to be sent to. If voice mail, this would be 20500.

To Cancel:

1. Lift handset
2. Press #8

CALL FORWARD NO ANSWER

Lift handset

Press *5

Dial extension for call to be sent to. If voice mail, this would be 20500.

To Cancel:

Lift handset
Press #5

CALL FORWARD ALL CALLS

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

To Cancel:

1. Lift handset
2. Press #7

HOLD

Press TAP (FLASH) *1

Call rings back after 120 seconds

To Recover Call:

THREE WAY CALLING CONFERENCE CALL

1. Press TAP (FLASH) to place original call on hold
2. Dial third party
3. Press TAP (FLASH) to connect conference

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 TAP (FLASH)

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 *6

Directed Call Pickup

<p>Press TAP (FLASH)</p> <p>CALL TRANSFER</p> <p>Press TAP (FLASH) while connected to the first party</p> <p>Dial number transferring call to</p> <p>Hang up to connect</p>	<ol style="list-style-type: none"> 1. Remote station rings 2. Press #6 3. Dial extension number of station ringing <p>CALL BACK</p> <p>(Call Back can only be set on a prime number)</p> <p>Receive busy tone when calling extension</p> <p>Press TAP (FLASH) *9</p> <p>Hang up phone</p> <p>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.</p> <p><i>To Cancel:</i></p> <ol style="list-style-type: none"> 1. Press #9
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<p>CALLING PROCEDURES</p>	
<p>INTERNAL: Dial 5-digit campus ext.</p>	
<p>LOCAL: Dial 9 + local number</p>	
<p>TOLL FREE: Dial 9 + 1 + 800 + 7 digits</p>	
<p>LONG DISTANCE:</p> <p><i>University Related:</i></p> <p>Dial 8 + AC + 7 digits + UTMB authorization code</p>	
<p><i>Others:</i></p> <p>Dial 9 + 0 + AC + 7 digits (SWB operator will assist with call)</p>	
<p>INTERNATIONAL:</p> <p>Dial 8 + 011 + country code + city code + phone # + UTMB authorization code</p>	
<p>DIRECTORY ASSISTANCE:</p> <p><i>Local:</i> Dial 9 + 411</p> <p><i>Long Distance:</i> Dial 8 + AC + 555-1212 + UTMB authorization code</p>	

HELPFUL NUMBERS

I.S. HELP DESK = 25200

TRAINING = 76530