

Using Wayne State's Favorite Telephone Features

CALL TRANSFER: To send a call from your telephone line to someone else's.

1. Look up the number of the University employee or department to whom you're transferring the call.
2. Inform the calling party you are transferring the call to another telephone line (for example, "I am transferring your call to...") and then say the full University telephone number. This saves a call back if the caller has to disconnect during the transfer.

On a single-line set:

3. Press **Link/switchhook button**, listen for dial tone.
4. **Dial number** to which you're transferring the call. Listen for ring.
5. **Announce caller** when answered.
6. **Press Release (Rls) button** and **hang up**.

On a business set:

3. Press **Transfer/3-Way Call button**, listen for dial tone.
4. **Dial number** to which you're transferring the call; listen for ring.
5. **Announce caller** when answered.
6. **Press Transfer/3-Way Call button** again.
7. **Press Release (Rls) button** and hang up.

If busy or no answer, press **Link/Switchhook button** or **Transfer/3-Way Call button** to return to original call.

CALL HOLD: To put a call on hold while you make another call and alternate between the two calls.

On a single-line set:

1. Press **Link/Switchhook button**; listen for dial tone.
2. **Dial 115**; listen for dial tone.
3. **Lay receiver down** on desk or **make another call**.
4. **Return to first call, hang up**. When telephone rings, **answer and resume conversation**.

On a business set:

1. **Press Hold button** and access other available line on set.

To alternate between calls, press **Link/Switchhook** or **Transfer/3-Way Call button** and dial 115 each time.

CALL FORWARDING: To forward a call to another line.

To activate Call Forwarding by code:

1. Lift receiver and **dial 118**, wait for confirmation tone
2. **Dial number** where calls should go, wait for confirmation tone, **hang up**.

To activate Call Forwarding by button:

1. Without lifting receiver, **press Call Forward button**.
2. **Dial number** where calls should go.
3. **Press Call Forward button again**; hear confirmation tone.

To cancel by code:

1. Lift receiver and **dial 119**, wait for confirmation tone.
2. **Hang up**.

To cancel by button:

Without lifting receiver, **press Call Forward button**, hear confirmation tone.

3-WAY CONFERENCE CALL: To add a third party to any call.

On a single-line set:

1. Press **Link/Switchhook button**; listen for dial tone.
2. **Dial 5-digit extension of third party**, or if outside the University phone system, dial 9 and the 7- or 11-digit number.
3. When he/she answers, press **Link/Switchhook** to add original call.

On a business set:

1. **Press Transfer/3-Way Call button**; listen for dial tone.
2. **Dial 5-digit extension of third party**, or if outside the University phone system, dial 9 and the 7- or 11-digit number.
3. When he/she answers, **press Transfer/3-way Call button** to add original call.

If busy or no answer, press **Link/Switchhook** button or **Transfer/3-Way Call button** to return to original call; then press it again to get rid of signal.

NOTE: if for any reason you must release yourself from a 3-way Conference Call, the call will be terminated.

STATION CONTROL CONFERENCE: To set up a conference call with up to six people without operator assistance.

To activate by code (single-line sets only):

1. Lift receiver and **dial 130**; wait for confirmation tone.
2. **Dial number of first conferee**; when party answers, **press Link/Switchhook button** and **dial 130**.
3. **To add additional conferees**, press **Link/Switchhook button** and dial number, when party answers, dial 130. Repeat process to add each conferee.

To activate by button (business sets only):

1. **Lift receiver** and press **Conf 6 button**; wait for tone.
2. **Dial number** of first conferee; when party answers, **press Conf 6 button** again.
3. **To add additional conferees**, press **Conf 6 button** and dial number, when party answers, press **Conf 6** again. Repeat process to add each conferee.

To release a busy signal, no answer or a conferee:

1. **Press Link/Switchhook button** and dial 131.
2. Wait for confirmation tone, and then **dial 130**.

To release a busy signal, no answer or a conferee:

1. **Press Release (Rls) button**.
2. **Press Directory Number** (number on phone that is being used for the conference call). You are back with conferees.

SPEED CALLING: To reach frequently called numbers.

To quickly call from a short or long list of numbers that are programmed and used by one person, or from a list of 30, 50 or 70 numbers that are programmed by a group controller and accessed by a number of users.

To program by code:

1. Lift receiver and **dial Speed Call Change Code:**
111 (for a short list of up to 10 single-digit codes), or
117 (for a long list of up to 70 two-digit codes)
2. Wait for confirmation tone.
3. **Dial Speed Dial code** (0 to 9 from a short list, or 00 to 70 from a long list).
4. If call is outside the University telephone system, **dial access code**.
5. **Dial telephone number**, then **press # button**.

To activate by code:

Lift receiver, press Star (*) button then dial Speed Call code (0 to 9 from a short list, or 00 to 70 from a long list).

To program by button (business sets only):

1. Without lifting receiver, **press Speed Call button**; LCD will flash.
2. **Dial Speed Call code** (0 to 9, or 00 to 70).
3. If call is outside the University telephone system, **dial access code**.
4. **Dial telephone number**, then press # button.
5. **Press button again**; LCD will extinguish.

To activate by button (business sets only):

Lift receiver, **press Speed Call button and dial Speed Call code** (0 to 9, or 00 to 70)

RING AGAIN: To have your station call you back when the busy station you called becomes free.**To activate by code (single-line sets only):**

1. When you hear the busy tone, **press Link/Switchhook button** and **dial 138**; then **hang up**.
2. When you and the busy party are both available, you will **hear three rings**.
3. **Lift receiver** and **hear ringing**; then **wait for your party to answer**.

To activate by button (business sets only):

1. When you hear the busy tone, **press Ring Again button and hang up**. You can still make and receive calls.
2. When the busy party becomes available, you'll hear **Call Back tone** even if you are on a call. You'll have about 45 seconds to decide whether you want to complete the call.
3. To complete the call, **lift receiver, press Ring Again button; hear ringing, wait for party to answer**.
4. To cancel the call, **let the 45 seconds expire or press Ring Again button without lifting the receiver**.

GROUP INTERCOM: To call another member of your intercom group using abbreviated dialing.

NOTE: Group members do not have to be in the same building. And, single-line sets cannot access group intercom if their line also appears on a business set.

To activate on single-line sets:

1. **Lift receiver, press # button** and **dial intercom number**.
2. Hear ringing and **wait for party to answer**.

To activate on business sets:

1. **Press Group Intercom button**.
2. **Dial Intercom number**
3. Hear ringing and **wait for party to answer**.

CALL PICKUP: To answer a ringing phone in a pick-up group from your phone without appearance of the ringing line there.**To activate by code (single-line or business set):**

Lift receiver and **dial 116**; call is on your line immediately; begin conversation.

To activate by button (business sets only):

Lift receiver and **press Call Pickup button**; begin conversation.

To hold a call and answer another (single-line sets only):

1. **Press Link/Switchhook button**; wait for confirmation tone.
2. **Dial 115**, wait for confirmation tone; **dial 116**; **begin conversation**. Your present caller is put on hold.

To alternate between calls (single-line sets only):

Press Link/Switchhook button; wait for confirmation tone; **dial 115**.
Second caller is put on hold.

To return to a call on hold (single-line sets only):

Hang up; your telephone will ring immediately; **lift receiver** and resume conversation.

CALL WAITING: Alerts you to an incoming call while you're talking on the telephone

NOTE: This feature is for single-line sets only.

- At signal, **press Link/Switchhook button** (on single-line sets) and **dial 115**. The second call will be put on your line and the first call will be on hold.
- **To alternate between calls**, press **Link/Switchhook button** and **dial 115** each time.
- **To return to first call**, **hang up**. When telephone rings, answer and resume conversation.

LAST NUMBER REDIAL: To redial the last number dialed from your telephone set.

Lift receiver and **press # button two times**; hear ringing and wait for answer.