

Telephone User Guide

For Single Line Sets



Calling Features Available to You

See inside for instructions and feature descriptions

Your telephone service provides you with access to many calling features which you can activate by using the touch tone keypad on your telephone. **Voice Mail Guidelines** are available on the Communications Resources Web site: <http://cr.ucdavis.edu/vmguide.cfm>.

Standard Features: these features are available as standard service on single line telephones.

- Call Forward Busy
- Call Forward Don't Answer
- Call Forward Universal
- Call Park
- Consult Another
- Directed Call Park
- Hold Plus
- Hold Only
- Last Number Redial
- Make Set Busy
- Ring Again
- Speed Call-Short List
- Three-Way Conference
- Transfer

Optional Features: these features may be added to your telephone line.

- Call Waiting
- Call Pickup
- Call Forward Variable
- Caller ID
- Group Intercom
- Six Way Conference
- Speed Call-Long List
- Voice Mail

STANDARD FEATURES

THE FEATURES listed here are standard on single line telephones. CALLING FEATURES can be activated by dialing the appropriate feature **CODE**. When on a call, you must **LINK** before dialing the feature code. The LINKING process holds one call aside and gives you dial tone, thus enabling you to activate a feature. The features are listed in a "commonly used" order, not alphabetically.

To LINK: 1. Press Switchhook, LINK or FLASH key.
2. Hear special dial tone.
3. Dial feature code or phone number.

Transfer

Allows you to transfer a call from your number to another campus telephone number.

To activate: LINK, dial campus number, hang up.

To deactivate: Hear busy signal, LINK twice to return to original call. (Note: pause between the two LINKS.)

After dialing the campus number, you will hear ringing and may stay on the line to announce the call and hang up. If it is not necessary to announce the transferred call, hang up once you hear the ringing. If you encounter a busy signal, LINK twice to return to the original call.

Three-Way Conference

Creates a conference between you and two other parties.

To activate: Dial first telephone number, LINK, dial second number, LINK.

To deactivate: Hang up.

When the second party answers, you will LINK to connect all three parties. To remove yourself from the conversation, hang up; the other two parties may remain connected as long as one is on a campus telephone.

Consult Another

Allows you to place one call on hold while you make another call. When your second caller hangs up, you return to the original call.

To activate: LINK, dial campus telephone number.

To return to original call: You will be connected automatically when second party hangs up.

The system will hold the original caller to the side so you can consult privately with the second party. When the second party hangs up, you will be automatically reconnected with the first call.

Speed Call: Short List

Stores ten frequently called numbers for quick dialing. When stored, each number is assigned a one-digit code.

To store numbers: Lift handset, press *95, dial one-digit entry code, dial phone number, press #.

To activate: Lift handset, dial * plus one-digit entry code, press #.

Note: You may change a number on your list by simply programming the new telephone number over the old.

STANDARD FEATURES

Continued...

Call Forward Don't Answer

After three rings, forwards your unanswered calls to a campus telephone number designated by you. Calls will remain forwarded to the same telephone number until you deactivate the feature. After you deactivate the feature, you may reprogram the feature to have unanswered calls forwarded to another number. You must deactivate the feature before programming a different telephone number.

To activate: Lift handset, press *51, dial telephone number where calls will be forwarded.

To deactivate: Lift handset, press *61.

Your department may specify the telephone number to which your unanswered calls should be forwarded (to your voice mailbox, for instance). Please consult with your Area Telecommunications Representative (ATR) before programming this feature.

Call Forward Universal

Forwards your calls to an on or off-campus number programmed by you. When activated, **Call Forward Universal** overrides the programming for **Call Forward No Answer** and **Call Forward Busy**, so your calls will ring at the **Call Forward Universal** telephone number.

To activate: Lift handset, press *70, dial telephone number where calls will be forwarded.

To deactivate: Lift handset, press *80.

Once activated, you may still make calls from your telephone; however only the person to whom you've forwarded your calls can reach you at your number. You must deactivate the feature before you program a different number. **Call Forward Universal** can be used to forward calls to an off-campus telephone number.

NOTE: you will hear a ring splash each time your number is dialed to remind you this feature is active.

Call Forward Busy

When your line is busy, this feature will automatically forward your calls to a campus telephone number designated by you. Calls will remain forwarded to the same telephone number until you deactivate the feature. After you deactivate the feature, you may reprogram the feature to have calls forwarded to another telephone number. You must deactivate the feature before programming a different telephone number.

To activate: Lift handset, press *50, dial telephone number where calls will be forwarded

To deactivate: Lift handset, press *60.

Call Park

Parks a call on your own number so you can retrieve it from another campus telephone. This feature is typically used when you need to look up information away from your office (in lab or storeroom, for instance) in order to complete a call.

To park: LINK, press *75, RELEASE or hang up.

To retrieve: Press *85, dial your own telephone number.

If the parked call has not been retrieved after two minutes, it will ring at the telephone that parked the call. Even though a call is parked, you can initiate and receive other calls. Calls cannot be parked on a group intercom number.

Last Number Redial

Automatically redials the last telephone number you dialed.

To activate: Lift handset, press # #.

STANDARD FEATURES

Continued...

Make Set Busy

Gives a busy signal to all incoming calls. You may still make outgoing calls. When activated, **Make Set Busy** overrides any call forwarding you may have programmed.

To activate: Lift handset, press *71.

To deactivate: Lift handset, press *81.

Note: You will hear a splash ring each time your number is dialed to remind you that the feature is activated.

Hold Plus

Allows you to flip-flop between two calls by holding one call within the system while you use your telephone to activate a feature, respond to **Call Waiting** tone, or make another call.

To activate: LINK, press *91

To deactivate: LINK, press *91

After putting a call on **Hold Plus**, you will hear a confirmation tone and then may dial another call or activate another feature code such as **Call Pickup** (*93). Do not hang up the handset.

Hold Only

Places a call on hold and allows you to return the handset to the cradle without losing the call.

To activate: LINK, press *92, hang up handset

To deactivate: Lift handset.

You will hear a reminder ring every 60 seconds to remind you that the call is on hold. The reminder ring is not heard by the party on hold and does not force you to respond.

Directed Call Park

Parks a call on a specified campus telephone number so it can be retrieved from any campus telephone. This feature is typically useful in areas where a paging system exists because it enables you to direct calls to a specific telephone number.

To park: LINK, *76, dial telephone number where call is to be parked.

To retrieve: Press *85, dial telephone number where call is parked.

If the parked call has not been retrieved after two minutes, it will ring at the telephone number that parked the call. Calls cannot be parked on a group intercom number.

Ring Again

Notifies you when a busy campus telephone number becomes free.

To activate: LINK, press *90.

When the other line becomes free, you will hear the **Ring Again** ring (one long ring followed by two short rings). Lift the handset immediately after the ring and the call will be automatically redialed. If you choose to ignore the ring, the request will be cancelled after three cycles.

OPTIONAL FEATURES

THE OPTIONAL features listed here are designed to meet the special needs of you and your department. Each of these features may be ordered individually from Communications Resources. To find out which, if any, of these features are assigned to your telephone, contact your Area Telecommunications Representative (ATR).

Call Waiting

When on a call, a short tone alerts you that another call is waiting. The tone will be repeated once. You may interrupt your conversation and respond to the waiting call by placing your first call on **Hold Plus**.

To respond: LINK, press *91

To return to original call: LINK, press *91.

You may alternate between calls by LINKING and pressing *91. When either party hangs up, LINK, press *91 to return to the remaining call.

Call Pickup

Enables you to answer another person's ringing telephone from your own telephone. You are assigned a **Call Pickup Group** defined by your department and may use the feature to answer calls within that group. Your ATR will be able to identify your **Call Pickup Group**.

To activate: Lift handset, press *93.

If the call has already been answered you will hear a fast busy signal.


Call Forward Variable

This feature is used in conjunction with **Call Forward Don't Answer**, and allows you to select how many times you would like your telephone to ring before it forwards to a designated number. With **Call Forward Variable**, you can choose to have calls forwarded after 2, 4, 5, or 6 rings.

The number of rings must be programmed by Communications Resources. If you do not have **Call Forward Variable**, your unanswered calls will be forwarded after three rings.

Caller ID

Caller ID displays incoming caller's number information on a phone display or adjunct display device at the recipient's location. The caller's name will not be displayed.



**Caller ID requires
special equipment:
a display telephone
OR
a display box**

OPTIONAL FEATURES

Continued...

Group Intercom

This feature is designed for individuals in a designated group to speed call each other. Each member of the intercom group is assigned a two or three-digit number. When this number is dialed, a distinctive ring is heard. Intercom calls will not forward. Your ATR will be able to identify your **Group Intercom** group and provide you with **Group Intercom** numbers.

To activate: Lift handset, press #, dial **Group Intercom** number.

Speed Call-Long List

Stores thirty frequently called numbers for quick dialing. Each phone number is assigned a two-digit code.

To store a number: Lift handset, press *96, dial two-digit entry code, dial telephone number, press #.

To activate: Lift handset, press*, dial two-digit entry code, press #.

You may change a number on your list by simply programming the new number over the old.

Six-Way Conference

Establishes a conference with up to five other participants

To activate:

1. While on a call, LINK (hear special tone).
2. Press *74.
3. LINK (hear special tone).
4. Dial telephone number of third party.
 - a. If the party answers, you may speak privately with the third party.
 - b. If you hear a busy signal, or no one answers, LINK and press *74 to return to original call.
5. LINK (hear special tone).
6. Press *74.

The conference now includes you and two other parties. Repeat steps 3-7 to add additional parties.

To exit conference: Press hold.

If you encounter a busy signal or no answer, press LINK, then press *74 to return to the conference. Participants will hear a tone when a person enters or leaves the conference. If you drop out of the conference, it can continue as long as one of the participants is on a campus telephone.

Notes:

Voice Mail

The **Voice Mail** service number is 752-8629. Use this number to forward your voice mail calls, check voice mail messages, and configure voice mail options.

You need to initially set up call forwarding on your voice mailbox for it to work correctly.

Forward calls when you don't answer

To activate: Lift handset, dial *51, dial 2-8629.

To deactivate: Lift handset, press *61.

Forward calls when your line is busy

To activate: Lift handset, dial *50, dial 2-8629.

To deactivate: Lift handset, press *60.

Accessing Voice Mail

How to access the voice mail system...

from your desk: dial 2-8629, enter your password.

from another campus phone with voice mail: dial 2-8629, press *, enter your five-digit mailbox number, and enter your password.

from another campus phone without voice mail: dial 2-8629, press #, enter your five-digit mailbox number, and enter your password.

from off-campus: dial 752-8629, press #, enter your five-digit mailbox number, and enter your password.

The nuances of voice mail are best summarized in "**Voice Mail Guidelines**," which is available by clicking here.

SINGLE LINE TELEPHONE QUICK REFERENCE

CALL FORWARD BUSY

To activate: Lift handset, *50, dial campus telephone number where call will be forwarded.

To deactivate: Lift handset, *60.

CALL FORWARD NO ANSWER

To activate: Lift handset, *51, dial campus telephone number where calls will be forwarded.

To deactivate: Lift handset, *61.

CALL FORWARD UNIVERSAL

To activate: Lift handset, *70, dial campus telephone number where calls will be forwarded.

To deactivate: Lift handset, *80.

CALL PARK

To park: LINK, *75.

To retrieve: *85, dial your own telephone number.

CALL PICKUP

To activate: Lift handset, *93.

CALL WAITING

To respond: LINK, *91.

To return to original call: LINK, *91.

CONSULT ANOTHER

To activate: LINK, dial campus telephone number.

To return to original call:

You will be connected automatically when second party hangs up.

DIRECTED CALL PARK

To park: LINK, dial *76, dial number where call will be parked.

To retrieve: *85, dial number where call is parked.

GROUP INTERCOM

To activate: Lift handset, press #, Group intercom number.

SINGLE LINE TELEPHONE QUICK REFERENCE

HOLD PLUS

To activate: LINK, *91.

To deactivate: LINK, *91.

LAST NUMBER REDIAL

To activate: Lift handset, press # #.

MAKE SET BUSY

To activate: Lift handset, *71.

To deactivate: Lift handset, *81.

RING AGAIN

To activate: LINK, *90.

THREE-WAY CONFERENCE

To activate: When you are on a call; LINK,
dial telephone number, LINK.

To deactivate: Hang up.

TRANSFER

To activate: LINK, dial campus telephone
number, hang up.

To deactivate: Hear busy signal, LINK twice to
return to original call.

SIX-WAY CONFERENCE

To activate: (You are on a call) LINK, *74,
LINK, dial telephone number.

SPEED CALL SHORT-LIST

To store a number:

Lift handset, *95, dial one-digit
entry code, dial telephone
number, press #.

To activate: Lift handset, dial * plus one-digit
entry code, press #.

SPEED CALL LONG-LIST

To store a number:

Lift handset, *96, two-digit entry
code, dial telephone number,
press #.

To activate: Lift handset, press *, two-digit
entry code, press #.

Communications Resources (CR)

UC Davis Information and Educational Technology

Office Hours
Monday-Friday
8 a.m.-noon &
1-5 p.m.
(Except holidays)

Customer Service

Phone: 2-4603;

Fax: 2-5555;

Email:

cr-service@ucdavis.edu

CR on the Web
<http://cr.ucdavis.edu/>

**CR's Mission is
to support the
University's teaching,
research and public
service functions
through the provision
of a suite of modern,
reliable, secure,
and cost-effective
telecommunications
services.**