

# Telephone Training Guide

Aastra | Ericsson | Mitel (Digital) Multi-Line Telephones

Office of Information Technology



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## Multi-Line Telephone General Description

### Keys and Buttons

The *keypad* has digits 0-9, the \* and the # keys.

#### T or **Transfer** button:

Transfer. For transferring calls.

#### E, C, or **Clear** button:

Erase. For ending current call and for erasing mistakes made while dialing a number or while programming a function button.

#### L or **Speaker** button:

Loudspeaker = Speakerphone.

To switch from handset to speaker, press the Speaker or L button and hang up.

To switch back, lift the handset.

To end a call when using speakerphone, press the E, C, or Clear button.

The light above the L or Speaker button is ON when speakerphone is in use.

#### M, S, or **Mute** button:

While this button is held down or ON, what you say is not transmitted.

Each function button to the right of the keypad is either “preset” (meaning it is set in the system software) or “programmable.”

Each function button has a light.

Buttons that are preset are labeled with their function.

#### **Prime Line** and the **ACCESS** Function buttons:

The primary phone number of a Multi-Line phone is called its “Prime Line.” This line uses the **ACCESS 1**, **ACCESS 2** for incoming calls, and **ACCESS 3** (Inquiry) for transferring calls.

## Standard Preset Function Buttons

#### *Program:*

For programming “ring options” and programmable function buttons. See Additional Features on Multi-Line Telephones.

#### *Accept on ACC 2:*

If this button’s light is ON, a second call can be received on the ACCESS 2 button. If the light is OFF, the second incoming call will not come in on the ACCESS 2 button.

#### *Access 3 or Inquiry: Only*

For PLACING calls. It should be used when dialing and extension to transfer a call. Does NOT receive any incoming calls.

#### *Access 2:*

For answering and placing calls.

#### *Access 1:*

For answering and placing calls.

#### *Call Back:*

See “Automatic Call-Back”

#### *Call Divert:*

See “Call Diversion”

#### *Tone or ETE:*

See “Sending Tones”

#### *MDN:*

A “Multiple Directory Number” is a phone number which is the prime line for a Multi-Line phone and also appears on another Multi-Line phone set.

#### *ADN:*

An “Additional Directory Number” is phone number which is not the prime line for any phone. It is a separate telephone number that is assigned to a Multi-Line set in addition to the prime line phone number. It is often used as a “private” line.

#### **Line Buttons:**

The light next to a Line-Button tells its status.

*Off:* The line is not in use.

*Fast Flash:* Incoming call. The line is “ringing.”

*Steady Blink:* A call is on hold.

*Steady On:* Line is in use.

When you are using one Line-Button for a call and press another Line-Button, your current call is automatically placed on “exclusive hold.” See Multi-Line Telephone Operations.

## Sending Tones

This feature is needed with multi-line telephones only. It allows you to enter additional digits after you connect your call, for making menu choices, credit card calls, or any type of automated menu requiring that additional digits be entered.

To use the **TONES** feature, dial the number you want to call. Once the call is connected, if additional digits are required:

Press the button labeled **TONES**  
(On black multi-line telephones, the Tone button is a “soft key” under the display) OR you can press the digit 9 on the keypad to turn TONES on.

The word **TONES** will appear in the digital display.

Press the keys for the numbers you wish to enter.

**TONES** will remain on for the duration of the call.

## Multi-Line Telephone Operations

### Answering Calls

Using the handset

For prime line (**ACCESS 1** light flashing):  
Lift handset and speak

For **MDN** (another line’s light flashing):  
Press Line-Button with flashing light.  
Lift handset and speak.

Using the speakerphone:

Press Line-Button with flashing light and speak.

If you do not press correct Line-Button at first: Press **E, C,** or **Clear + correct Line-Button**

## Placing Calls

Using the handset:

For prime line using **ACCESS 1**:  
Lift handset and press keypad keys to dial.

For other Line-Buttons:  
Press the Line-Button you want to use.  
Lift handset and press keypad keys to dial.

Using the speakerphone:

Press the Line-Button you want to use.  
Press keypad keys to dial

## Transferring Calls

To transfer current call to another extension:

Press an available Line-Button.  
Dial extension number.  
You must wait for one full ring. (You may stay on the line to announce the call.)  
Press **T** or **Transfer** button to complete transfer.

If no answer or busy signal:

Press **E, C,** or **Clear** button and then the Line-Button holding your original call to return to that call.

In case of error:

Press **E, C,** or **Clear** button and start again.

## Inquiry Calls

To put call on hold and make an inquiry call:

Press an available Line-Button.  
Dial number for the inquiry call.

To alternate between the two calls:

Press the Line-Button of the call you want. (The other call is put on exclusive hold.)

## Exclusive Hold

To suspend a call so that only this phone can retrieve it:

Press the **Line-Button** the call is on.

To retrieve the call:

Press the same **Line-Button** again.

## Common Hold

To suspend a call so that this phone or another can retrieve it:  
Press **8** or **COMMON HOLD** button.

To retrieve call from a phone which has a Line-Button for the extension which put the call on hold:

Press **Line-Button** for the extension.  
Lift handset and speak.

To retrieve from another phone:

Dial extension where call is on hold, hear the busy signal, and then press **8**.

## Directed Pickup

To answer call ringing at or on hold at another Ext:  
Dial **Ext** + (hear busy signal) + press **8**.

## Conference Call

Dial the first number as usual. Once called party has answered, to add next party to current call:

Press an available **Line-Button** (this will put call on hold and provide dial tone to dial the next party). Dial party to be added.

Press **3** to rejoin original call, adding new party.

Conference call can include 3 to 8 parties, but no more than 6 can be off-campus. If your call will include more than 8 parties, you may use Zoom or ReadyTalk Conference Call services. Visit <http://www.oit.uci.edu/telephone/conference/>

Common hold (**8**) cannot be used on conference calls.

## Group Hunt (optional)

The Group Hunt feature uses a pilot number to route incoming calls to an available extension within the Hunt Group. Feature Package One is required.

## Additional Features on Multi-Line Telephones

### Automatic Call-Back

To request automatic call-back from a campus extension you have dialed that is busy or not answering:

Press the **CALL BACK** button or press **6**.  
Wait for confirmation tone.

Hang up or press the **E, C,** or **Clear** button.

When called party is free, you will be alerted with short, quick rings.

Lift handset and the system will ring the party for you.

To cancel all automatic call-backs:

Press **# 6 #**

Cancel automatic call-back of Ext:

Press **# 6 \* Ext #**

### Call Diversion

When activated, this feature automatically transfers incoming calls for an extension to its preset answering point, for example voicemail. Three types of Call Diversion may be used.

“All Calls Diversion”

(Phone does not ring, but diverts immediately)

To activate: Press **CALL DIVERT** button

To cancel: Press **CALL DIVERT** button

“Divert When No Answer”

(Phone rings about 4 times, then diverts)

To activate: Press **\* 21 #**

To cancel: Press **# 21 #**

“Divert When Busy”

(Callers are diverted when you are on the phone and your

Accept on Access 2 light is off)

To activate: Press **\* 22 #**

To cancel: Press **# 22 #**

## Follow Me Call Diversion and Remote Call Forwarding

When activated, this feature automatically transfers incoming calls for extension to a selectable answering point.

### Follow Me

- To activate from extension:  
Press \* 2 \* **AnsPt** #
- To cancel from extension:  
Press # 2 #
- To cancel from AnsPt:  
Press # 2 \* **Ext** #

### Remote Call Forwarding

- To activate:  
Press \* 23 # 9 off-campus phone number #
- To cancel:  
Press # 23 #

## Personal Profile (optional)

When activated, automatically sends caller to a specified preprogrammed list of call diversion points.

- To activate or change:  
Press \* 10 \* X # (X=1-5)
- To cancel:  
Press # 10 #

## Group Pickup (optional)

To answer ringing phone in your Call Pickup Group:  
Press **88**

(Feature Package One required.)

## Number Log (optional)

Available on Multi-Line phones only. Logs information on the last 30 incoming and outgoing calls. When flashing, press **Number Log** button. Time, date, and calling party's phone number for the most recent calls will be displayed. Use preprogrammed key to perform the following functions:

- Press **Next** to see the information on the next call.
- Press **Del** to delete the information currently displayed.
- Press **Call** to dial the number currently displayed. (Note: this will only work for on-campus numbers or a number you previously dialed. Incoming calls are not logged with the required "9" so they cannot be autodialed.)
- Press **Exit** to exit out of Number Log.

Use arrows key to highlight **CallList**  
Options

**Call List** (all calls – unanswered, incoming, outgoing)

- Unanswered calls**
- Outgoing calls**
- Incoming calls**

Use **Up** or **Down** soft key to make a selection  
Press **Select**  
Options

**Call** The number corresponding to the displayed logged call information entry is dialed.

This feature can only be used to call back **ON CAMPUS EXTENSIONS** or outgoing numbers previously dialed.

- Up** Go one element up in the list.
- Down** Go one element down in the list.
- more...** Shows the following soft-keys.
- Exit** Exit the function at any time.
- Delete** Delete the highlighted entry, and the list shows the next element in its position.
- Return** Go back to the previous soft-keys

## Ring Options

Use arrow key to highlight **Program**

Press **Select**

You will see in the display:

Program mode key

**Ring type:**

Press the **line button** to be programmed

Press **number of ring option**

Press the **line button** again

Press **Exit**

0 = Silent (flashing light only)

1 = Normal ringing

2 = Delay then normal ringing

3 = 2 quiet rings then just flashing light

4 = Delay then 2 quiet rings then just light

5 = (not in use)

6 = Automatically connects to speakerphone

To check the ring option for a **line button**

Use arrow key to hi-lite **Program**

Press **Select**

You will see in the display:

Program mode key

**Ring type:**

Press the **line button** you are checking

You will see the ring option in the display

## Ring Character

Use arrow key to highlight **Program**

Press **Select**

You will see in the display:

Program mode key

**Ring type:**

Press **0-9** to hear sample ring tone

Once you hear the tone you prefer, press **Exit**

## Programmable Function Buttons

Use arrow key to highlight **Program**

Press **Select**

You will see in the display:

Program mode key

**Ring type:**

Press the function button to be programmed

You will see in the display:

NameKey, 1-20 digits

Press the sequence of keys to be stored

Press the same function button again

Press **Exit**

*Ring Character (Available only on multi-line sets)*

To select a unique ring tone:

(With handset in place) Press **PROGRAM** button

Press **0-9** to hear sample ring tone

Press number for preferred ring tone

Press **PROGRAM** button

## Campus Dialing Instructions

### Emergency 911

#### On Campus Calls

Dial the 5-digit extension (4-XXXX)

#### To Call Off Campus

Dial 9 + number

(Do not wait for a second dial tone)

#### Off Campus Calls within Area Code 949

Dial 9 + seven-digit number

#### Off Campus Calls outside Area Code 949

Dial 9 + area code + seven-digit number

#### International Calls

Dial 9 + 011 + country code + city code + number

#### Redial Last Off Campus Number Feature

Press \*\*\* to redial the last off campus number that was dialed from this extension.

#### Directory Assistance

(There is a charge for off-campus directory assistance calls)

Campus Numbers: 0

Numbers within 949: 9 + 411

Numbers outside 949: 9 + area code + 555-1212

#### Outside Operator Assistance

For operator assistance with collect calls, dial 9 + 00

#### Telephone Calling Cards

Dial the access number on your individual calling card and follow normal dialing instructions for that card.

From Multi-Line sets, you must press the TONE button and then enter the calling card number.

#### Incoming Collect Calls

Campus operators will not accept collect calls.

Individual campus extensions may accept collect calls. These calls will be billed to extension accepting the call.

#### Telephone Tones

Single Ring: On-Campus Call

Double Ring: Off-Campus Call

Short Quick Ring: Automatic Call-Back

#### *Dial Tone Steady or Broken:*

Both types of dial tone mean phone is ready for dialing.

Broken dial tone means the line is on call diversion or that there is a message waiting on Voicemail.

#### *Confirmation Tone:*

Three short beeps confirm that the telephone system has correctly processed the previous command.

#### *Intercept Tone:*

Alternating high and low tone.

There was an error, e.g. phone is restricted from calling the area that you have dialed, you cannot use the feature from this phone, or the campus number you have dialed is not in service.

#### *Call Waiting Tone:*

A short beep informs busy party there is another call waiting.

#### *Conference Call Tones:*

Long High Tone

Party joining the conference call

Short High Tone

Party has left the conference call