Telephone Training Guide

Single Line (Analog) Telephones

Single Line (Analog) Telephone Operations

Note: Features marked "*optional*" are not available on every phone. Please call 4-5123 for more information.

Tap Key Caution

TAP is used only for TRANSFER, INQUIRY, and HOLD. To end a call, you MUST use the hook switch button(s) the handset rests upon.

Transfer

To transfer current call to another extension:

Press *TAP* (wait for dial tone)
    Dial extension number
    Wait one full ring. (You may stay on the line to announce the call to the called extension)
    Hang up to complete the transfer.

If no answer or busy signal:
    Press **2** to return to original call.

In case of error: Press *TAP* and start again.

Inquiry Call

To put call on hold and make an inquiry call:
    Press *TAP* (wait for dial tone)
        Press number for inquiry call.

To alternate between the two calls: Press 2

Common Hold

To suspend a call so that this phone or another can retrieve it:
    Press *TAP*
    Wait for dial tone.
    Hang up.

To retrieve from the same phone:
    Lift handset.

To retrieve from another phone:
    Dial extension holding call + (hear busy tone) + 8

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

Directed Pickup

To answer call ringing or on hold at Ext:
    Dial Ext + (hear busy tone) + 8

Conference Call

To add party to current call:
    Press *TAP* (wait for dial tone)
        Dial party to be added
    Press **3** to rejoin 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 ReadyTalk or Qwest Conference Call services. Contact OIT Telecom at ext. 4-5123 for more information or visit
http://www.oit.uci.edu/telephone/conference/.

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

Call Diversion

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

Activate "All Calls Diversion" (diverts immediately):
    Press *2 #
Cancel "All Calls Diversion":
    Press # 2 #
Activate "Divert When No Answer":
    Press * 21 #
Cancel "Divert When No Answer":
    Press # 21 #
Activate "Divert When Busy":
    Press * 22 #
Cancel "Divert When Busy":
    Press # 22 #

Follow Me 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 Call Pickup Group:
    Press 88

Abbreviated Dialing (optional)

To program phone number digits:
    Press * 51 * X * telephone number # (X=0-9)
To call phone number programmed to X:
    Dial * * X
To cancel all programs:
    Press # 51 #
To cancel digit X program:
    Press # 51 * X # (X=0-9)
You may program up to 10 off-campus numbers.

Automatic Call-Back

To request automatic call-back from a campus extension that is busy or not answering:
    Press 6; wait for confirmation tone; hang up.
Cancel automatic call-backs:
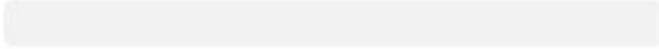   Press # 6 #

Call Waiting

To signal to busy extension:
    Press 5

To answer signal (signal is one short beep):
    Press **2**

To alternate between the two calls:
    Press **2**

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