

Phone System Instructions

If you have a touchtone phone, use the “#” codes.

HOLD – Press the switchhook; hear a special tone; press #, 4; hang up. Your call is now on hold and your phone will ring intermittently to remind you. To return to the call, lift the handset.

TRANSFER – Press the switchhook; hear a special tone; dial number; announce caller in private; hang up. When making the transfer, pass along any information the caller has given you. If you are receiving a transfer call, wait until you hear a slight change in tone before answering. When transferring a call to someone with Voice Mail and the Voice Mail message begins, press 83 to get out of the Voice Mail and return to the caller.

CONSULTATION – This allows you to talk to a third person (without the caller hearing the conversation), and then return to the call. If both parties are using on-campus phones, either one can dial the third person. Press the switchhook; hear a special tone; dial number; consult privately; allow consulted party to hang up; original call is reconnected.

THREE-WAY CONFERENCE – Press the switchhook; hear a special tone; dial number; and announce conference call; press the switchhook to connect all three phone lines.

CALL BACK – If you dial an on-campus extension and get a busy signal, you may program your phone to signal you (13 fast rings) when that person is off his phone. When you hear the busy signal, press the switchhook; hear a special tone; dial 71; hear regular dial tone; hang up. When you hear the fast rings, pick up the phone—the number is automatically dialed. To cancel, dial 72; hear regular dial tone; hang up. The call back will cancel after the 13th ring. The phone will hold only one call-back instruction; a second one will cancel the first one.

CALL FORWARD – Lift handset; press #, 1; hear regular dial tone; dial the number where calls are to be forwarded; hang up. To cancel, lift handset; press #, 1; hang up. When you have calls that must be answered when you are not at your desk, tell the person whom you are forwarding the calls to, and put a note on your phone as a reminder that your calls are on forward.

LONG-DISTANCE CALLS – College faculty should call Extension 2819 to gain long distance access. Non-faculty should contact their supervisor to gain long distance access.

**For more information,
contact the Telecommunications Help Desk
at ext. 8353.**