Features and Functions of College Telephones

All offices on campus receive telephone service through our AT&T systems located in Taylor Hall and at the Graduate School of Social Work. It is possible to customize each line for a variety of features. To employ these features, determine the type of telephone set you have, and then follow the instructions below. If you would like to request a phone line in your office, contact the Help Desk to file a request.

Types of Telephone Sets
- An analog telephone set is a single-line set. With the exception of some secretarial offices and administrative offices, many of the sets the College uses are standard touchtone sets with a 12-key dial pad. Access to features is through dial codes the user employs.
- A digital telephone set is any one of a number of multi-line sets. These sets provide a user with at least three lines. Access to system features is through the feature access buttons on the sets or dial codes the user employs.
- In order to ensure good telephone service, do not use any set other than those Telephone Services supplies and/or acquires for your office.

Some Definitions
- Feature: A special telephone function or service such as Conference, Hold or Send All Calls. Some features appear on telephone sets and are ready to use by pressing the appropriate button. Other features are switch features (Speed Dialing) and can be used once the feature is assigned to your line by the Telephone Services office.
- Feature Code: A dial code of 1, 2 or 3 digits that you can use to activate or cancel the operation of a feature.
- Call Pickup Group: A group of telephone users who can answer calls for each other by employing this feature. Group members are usually located in the same office. Call pickup groups are programmed in our software but may be altered.
- Coverage, Cover, Cover Path: This feature provides automatic redirection of unanswered calls to another line. Redirections can be to any other line in the system. Cover paths are programmed in the software and may be altered.
- Call Appearance: These are feature buttons on digital sets for handling incoming and outgoing calls; they are usually labeled with a line (i.e. 4-digit number). The last appearance is held open (unassigned) for outgoing and incoming priority calls.

Conference Calls
This feature allows you to add other callers to your conversation, whether they are on campus or off-campus. It is a less expensive way to have a conference call than by working through an operator.
- If you have an analog line, you may have a conference call with two other parties. After connecting with the first party, press the switch hook to add the additional party; wait for three beeps and the dial tone. Dial the number of the additional party, press the switch hook after that party answers, and you will be in a three-way conference call. If the third party doesn’t answer or that line is busy, pressing the switch hook twice will return you to the original party. You may also drop the third party from the conference call by pressing the switch hook twice.
- If you have a digital line, you can have up to a total of six parties on a conference call. Once you have placed your original call you may add another party by pressing the Conference (Conf) button. This will put your first party on hold. When you get the dial tone, dial the second party. You will be able to privately discuss the call with the new party at this time. If there is no answer or a busy signal at the new number, you may press the flashing call appearance of the first party to be reconnected. To add more parties to the conference call, repeat the steps listed above. To add a call to the calls you have already placed on hold for the conference, press the conference button, wait for the dial tone, press the flashing call appearance of the call on hold and press the conference button again. This will connect all parties in the conference call. You may drop the last party added to a conference call by pressing the drop button. All other parties remain on the call and must individually hang up to be released from the conference call.
Automatic Callback: This feature can be used for re-calling any number which goes unanswered or rings busy on first calling.

- If you have an analog set, the code to activate automatic callback is 115. To cancel the automatic callback on an analog set, dial 125.
- If you have a digital set and have had a button assigned to this feature, to activate the feature, press the automatic callback button after the busy signal. To cancel an automatic callback, press the button again. It is necessary to activate the feature before the telephone has rung six times. You may activate the feature after you have received the half-ring indicating that the call has started on its cover path as long as the total number of rings is fewer than six and the call has not yet been picked up.
- The automatic callback feature can only handle one callback at a time. After the feature has been activated, the number you wish to call back will be held in memory for half of an hour. If the line you are calling has a voicemail account, this feature will not work.

Transferring Calls

- If you have an analog set, press the switch hook once, wait for three beeps and the dial tone. Dial the desired number, announce the call, and hang up. If the line to which you are transferring is busy, press the switch hook twice and you will be back in touch with the person waiting to be transferred.
- If you have a digital set, press the Transfer (Trnsfr) button, dial the desired number, announce the call, and press the transfer button again. If the line to which you are transferring is busy, press your own call appearance and you will be back in touch with the person waiting to be transferred.

Last Number Dialed

This feature can be accessed either from an analog or digital set by pressing * 9 (the * button and 9). A digital set may have a button assigned to this feature, which is activated by pressing that button. This feature provides access to both on and off-campus numbers.

Abbreviated Dialing (Speed Dialing)

This capability is available on all lines in our system and allows each line to program ten numbers for speedy dialing. A set of programmed numbers is referred to as a personal list.

- If you have an analog set and wish to program a number for speed dialing, press the program code of 110, the list number of 1, the item number (1, 2, 3 . . . Up to and including 0), the access code 9 (for off-campus calls only), the full telephone number (including 1 and the area code) and finally, the # sign. This will add that particular telephone number to your personal list. To place a call to that number, dial 120 plus the item number.
- If you have a digital set, you may have a button assigned to the abbreviated dial feature. If so, follow the instructions above to program a number. To place a call to that number, press the abbreviated dial button and the item number. On some telephone sets, you may be able to assign a button to each of the numbers you want to speed dial once you have done your programming. In that case, simply press the designated button to place the call.

Call Pickup: This feature enables you to pick up a call for anyone in your call pickup group by dialing 117. If you have a digital set with a button assigned to this feature, you may pick up calls in your group by pressing the call pickup button.

Priority Calling: If you are placing a call to another number in the system and wish to let the individual you are calling know that you want his or her immediate attention, you may signal that by creating a 3-burst ring. Press the priority code *7 before dialing the number.

Call Park

This feature can be used when you answer your phone at your own desk and find that information you need is elsewhere.

- On an analog set, press the switch hook to get a dial tone, dial the code 134, and hang up. Go to the telephone nearest the information you need, and dial the code 135 plus your number. The parked call will be transferred to the line you are now on.
- On a digital set, a button may be assigned to call park, and in this case pressing the button will put the call in park. To retrieve the call from another telephone, dial the code 135 plus your number, as noted above. If a button is not assigned on a digital telephone, the feature may be activated in the same manner as on an analog set, except that you should press the transfer button instead of the switch hook and, after dialing the code 134, press it a second time.
Call Forwarding All Calls and Send All Calls
These are two distinct features, which are easily confused. Please take note of the difference.

- **Call Forwarding: All Calls**
  - On an **analog set** or a **digital set without** a button assigned to this feature, if you want all your calls to be forwarded, dial the code of 112 plus the extension to which you want the calls to go. To cancel this feature, use the **canceling code** of 122.
  - If you have a **digital set with** a button assigned to this feature, that button may be used instead of 112. To cancel the feature, press that button a second time.
  - NB. The Forwarding Call Calls feature overrides the cover path feature. If you simply want your calls to go on your cover path when you are not available, do not use this feature. Only use this feature when you are working at or near another line (i.e. number) and want your calls to follow you there.

- **Send All Calls**: This feature is for those who are on a cover path to use when they know they will not be at their desks for a period of time or when they do not wish to be disturbed. It sends calls on the cover path after half a ring, thus speeding up the forwarding process.
  - On an **analog set** or on a **digital set without** a send all calls button, dial *3. Cancel it with the code #3.
  - If you have a **digital set with** a send all calls button, it may be used instead of *3 and #3.

**Call Waiting**
This feature can only be used on analog lines/sets. Digital sets have the **multiple call appearance** feature, not call waiting.

- On an **analog set**, if you are on the line and you hear a beep indicating an incoming call, press the switch hook to get a dial tone, and dial the access code 114. This will put the party with whom you have been speaking on hold and connect you to the waiting party. At this point you can toggle back and forth between the two parties using the switch hook.