

## How to Use Telephone Features

1. Switchboard  
Key 0
2. Inside Call  
Key extension number
3. Outside Call  
Press 9 to get an outside line  
Key the phone number  
For long distance calls, see the procedure for making off-campus phone calls
4. Call Forward  
Calls to your station may be temporarily forwarded to another station.  
To activate  
Lift handset  
Dial #, then 1  
Hear regular dial tone  
Dial number where calls are to be forwarded  
Hang up
5. Call Pickup  
To answer a ringing telephone in your group  
Lift handset  
Dial 13  
Answer call  
(Contact the Director of Telecommunications to have extensions added to a group.)
6. Transfer Call  
To transfer a call to another inside station:  
Switchhook flash or press Tap button  
Hear special dial tone  
Dial number  
Announce caller in privacy  
Hang up  
  
To return to caller:  
Switchhook flash or press Tap button and you are reconnected to caller  
  
To return to caller if you get into the party's voicemail:  
Dial 83 to get out of voicemail  
Tap 2 times to return to caller

7. Conference – 3 party
  - To establish a three-way conference call while talking to a party:
    - Switchhook flash or press Tap button
    - Hear special dial tone
    - Dial number
    - Announce conference
    - Switchhook flash or press Tap button to connect all callers
    - Hang up when conference is completed
  
8. Consultation Hold
  - To consult with another party while talking to a party
    - Switchhook flash or press Tab button
    - Hear special dial tone
    - Dial number
    - Consult privately
    - Allow consulted party to hang up
    - You are automatically reconnected to your original call
  
9. Call Hold
  - To place a party on hold
    - Switchhook flash or press Tap button
    - Hear special dial tone
    - Dial #, 4
    - Hang up
    - NOTE: Your call is now on hold; if you hang up, your phone rings intermittently to remind you; if you do not hang up, there is not ring
  
  - To return:
    - Lift handset
    - If you did not hang up, switchhook flash or press Tap button
  
10. Call Park
  - If you want to continue your conversation with a party at another location, you “park” the call at the other station or on your own station
    - To Park:
      - Switchhook flash or press Tap button
      - Dial 171
      - Call is automatically parked on your directory number
      - Hang up
    - OR
      - Switchhook flash or press Tap button
      - Dial 171
      - Dial number where you wish to park your call
      - Hang up

To Retrieve:

Lift handset  
Hear regular dial tone  
Dial 172  
Dial number on which call is parked

11. Last Number Redial

Hear dial tone  
Dial 189  
Number is automatically redialed

12. Stored Number Redial

To program before a call and to use:  
Lift handset  
Hear dial tone  
Dial 178  
Dial number to be stored  
Hang up

To Use:  
Lift handset  
Hear dial tone  
Dial 179  
Listen for ringback tone

To program during active call and to use:  
Switchhook flash or press Tap button  
Hear special dial tone  
Dial 178  
Hang up

To use:  
Lift handset  
Hear dial tone  
Dial 179  
Listen for ringback tone

13. Station Camp-on with Call Back

If you key a busy station and want to be called back when the station is idle:

To activate:  
Switchhook flash or press Tap button  
Hear special dial tone  
Dial 11  
Hear regular dial tone  
Hang up

To respond:  
Hear short bursts of ringing  
Lift handset  
Number is automatically dialed

To cancel  
Lift handset  
Dial 12  
Hear regular dial tone  
Hang up

#### 14. Power Failure (Electrical)

In the event of an electrical power failure or system failure, the following predetermined stations can still receive incoming calls or place outgoing calls:

Baldwin Desk #2439  
Dean's Office #2311  
Student Services #2422  
Director of Finance #2278  
Admissions #2238  
Safety #2304  
Maintenance #2272  
Motherhouse #2500  
Mercyhurst Prep #2314