

GENERAL INFORMATION

AUDIBLE TONES

Dial Tone - (a steady tone)- waiting for instructions; place internal call, begin a feature or dial 9 for outside dial tone.

Busy Tone - normal-the line is busy.

Busy Tone - fast-all circuits are in use and call cannot be completed now. Redial later.

Error Tone - User has made a mistake, or phone is not allowed to do what user has tried. Can also mean user has paused too long. Start over when cleared by flashing.

Ringback Tone - Internal (one ring)-incoming call is from an internal extension number.

Ringback Tone - External (double ring)-incoming call is from an external number.

INTERNAL CALLING ALL CAMPUSES

Lift receiver; listen for dial tone, dial four-digit extension number.

OUTSIDE LOCAL CALLING

Lift receiver, listen for dial tone, dial 9 and seven-digit local number.

TOLL FREE AND LONG-DISTANCE NUMBERS

Dial 9 + 1, then the 10-digit telephone number.

RECEIVING CALLS

The light will flash next to the ringing line. Lift receiver.

HOLD

To put a call on hold, press the HOLD key. The line will flash. To resume the call, press the flashing line.

CONSULTATION

This feature allows you to set a caller aside and speak to a second party. Press TRANSFER, dial next point, then press CONNECT to return to the original caller.

CONNECT

This key will connect you to a waiting caller in the transfer or conference mode. You may toggle by pressing the CONNECT key.

CONFERENCE

While on a call, press TRANSFER. Dial the number of the person you wish to add to the call. Press the TRANSFER key to join all parties when you connect. Repeat for each additional connection for a total of seven.

TRANSFER OF CALL

While on a call, press TRANSFER. The caller is now on hold, and the CONNECT lamp will blink. To transfer, dial the extension number that you want. Stay on the line to announce the call, then hang up.

VARIABLE FORWARDING

Allows you to manually redirect your calls to another extension or phone mail by overriding system forwarding.

TO USE: Get dial tone, then press FORWARD (or #91) followed by the extension number. (Line appearance will flicker after the call is forwarded).

TO DEACTIVATE: Press FORWARD (or get dial tone, then key in ##91)

SYSTEM FORWARDING

Automatic programming that forwards your phone on Ring No Answer or Busy condition to a target location. The System Administrator sets this feature.

PICKUP

You may answer a ringing phone in your pickup group by pressing the PICKUP key twice (or get dial tone and press **3). To answer a specific extension, press the PICKUP key once (or get a dial tone and press *3) then key in the desired extension. You may also pick off Hold key.

STATION SPEED (PROGRAM WITH HANDSET DOWN)

You may program up to 10 numbers per phone for your personal use.

TO PROGRAM: Press PROGRAM key. (Press ##3). Key in code numbers 0-9. Key in desired number, then lift handset to store. (Remember to add a "9" if you are storing an off-campus number.).

TO USE: Press SPDI (or get dial tone and key in #3), then key in code for the desired number.

SAVE/REDIAL

You may save a number you have dialed, then redial it at a later time.

TO SAVE: After you have dialed a number, press SNR button.

TO REDIAL: Press SNR button. The number stays in the system memory until you save a different number.

REPERTORY DIALS

Program with handset down (selected phones only). Some phones will have rep dial keys for programming speed dials.

TO PROGRAM: Press the PROGRAM, then select a DDS button. Pause until the display reads "New Number". Key in the desired number. Add a "9" for external calls. Lift the handset to store.

TO USE: Press the programmed key.

MAILBOX

This key will light when there are new messages in your mailbox or when someone has left you a reminder message. Press the MAILBOX key and then press CALLBACK to dial Phone Mail.

CALLBACK

If you receive a busy or no answer on an internal extension, press the CALLBACK key. When the busy extension is free or when the phone is used again your phone will ringback with a triple tone. Lift handset and the system will dial that extension.

CREDIT CARD CALLS

Dial 9, then dial 0, the area code (if required) and the telephone number.

DIRECTORY ASSISTANCE

For directory assistance outside of Iowa, dial 9 + 1, the area code, 555-1212