John Carroll UNIVERSITY

24-button Digital Display Telephone Feature Guide

ANSWERING LINE 1 / LINE 2

When you hear your Line 1 ringing, simply lift the handset to be automatically connected. If you are on Line 1 and Line 2 rings, ask the party on Line 1 to hold. Next, press the **Line 2** button, at which point you will be connected the caller on Line 2. The call on Line 1 will automatically be placed on hold. There is no need to press the <u>Hold</u> button before answering a second call. If you need to go back to the caller on Line 1 to tell them you will call them back later, press **Line 1**. Line 2 will now be on hold automatically. You can switch back and forth as many times as necessary, without disconnecting the callers on either line.

ARROW UP/DOWN BUTTONS

These two keys are used to adjust the following:

Display contrast, handset receiver volume, ringer volume, speaker volume.

With this button you can regulate the volume of the ringer (only while the phone is ringing), the handset receiver volume (when you are on a call and using the handset), the speaker volume (while on a call and using the speaker mode), and the contrast of the display (while the phone is idle and not in use). To adjust any of these settings, you need to toggle (press and release, press and release) the button. Do not press and hold the button as it will only increment one step. This button is located just below the display and just to the left of the up/down arrow buttons.

AUTO DIAL

The *Auto Dial* feature lets you store and automatically dial frequently called numbers, access codes, etc, with the touch of one button. There are two levels (dual) of programming available for each *auto dial* button by using the Auto Dial Line Change button. To store a number, press the **Auto Dial Line Change** button to select the upper or lower position, then press the **Program** button. Next, press an **auto dial** button where you choose to store the number and then enter the digits to be dialed (on-campus, four digit extension number (XXXX) <u>or</u> 9 + outside number for the off-campus number, etc). Look at the display to verify that you have entered the correct numbers, then press the **Program** button again. Your number is now stored on that particular auto dial button. You can overwrite an existing number at any time by following the same steps.

AUTO DIAL LINE CHANGE

This button is located on the top row of buttons (on the 24-button model only), just below the Up/Down arrow buttons, and just to the right of the Program button. It has two small LED's associated with it, and either the upper or lower light will be lit. If you press the button, you will see the light switch from upper to lower. This button is used in association with the Program button, for the purpose of programming Auto Dial buttons, and allows you to store two auto dial numbers per button.

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BASIC DIALING
Campus Calls: To reach on office or Residence Hall on campus simply dial the four digit
Extension number (XXXX).
Local Calls: For local calls, dial **9**, then the seven digit telephone number. If the call is in a different area code, but is still a local call, dial **9**, **1**, then area code, then the seven digit number.
Toll Free Calls: Dial **9**, then 1-800-xxx-xxxx (888, 877, 866, etc).
Long Distance: Dial **9**, **1**, then the area code, then the seven digit number.
International Calling**:** Dial 9, 011, the country code, the city code, then the telephone number.

CALL TRANSFER
To transfer a caller to another person on campus, ask the caller to hold. Press **Flash** (caller is placed on hold), then dial the four digit ext. (**XXXX**) where you want to transfer the call. Announce the call when the called party answers and then hang up, or hang up before the call is answered without announcing the call (blind transfer). In either instance, the original caller will be on hold until you hang up your phone.

Note1: If the person you are transferring the call to, does not answer and you reach their voicemail unexpectedly, press **Flash** twice (**flash, flash**) to cancel the transfer and return to the original caller.
Note2: We do not allow the transfer of calls to off campus numbers for the purposes of toll fraud.

CAMP-ON (Fixed button)
When you call a phone on campus that is busy, and the phone does not forward to a secretary or voicemail, you may hear a camp-on busy tone (a repetitive, double busy). At this point you can press the **Camp-On** button. You can then do one of three things. You hang up and the system will call you back when the station you have camped-on to hangs up, or you can remain on the line after pressing camp-on. You will hear a series of beeps (for approximately 2 seconds). When the beeping stop, the system will send a single, *call waiting tone* to the phone. If the called station ignores the call waiting tone, the third thing you can you do is to remain on the line an additional 15 seconds and you will reach the called party's Voice Mail.

Note: Most phones on campus are forwarded to voice mail or to a secretary when busy. In this instance you will receive the camp-on busy tone. All student, residence hall phones will be busy if the phone is in use.

CONFERENCE CALL / THREE-WAY
While connected to a caller, press **Flash** (caller is place on hold), dial the four digit extension (**XXXX**) **or 9 + outside number**. When the second caller, answers, press **Flash** to establish the conference.

Note: If the person you are trying to add to the conference does not answer, press Flash to terminate the second call and to return to the original party. If you reach third party's voice mail unexpectedly, press **Flash** twice (**flash, flash**) to cancel the transfer and return to the original caller.

DISTINCTIVE RINGING
Station users can audibly identify the type of call ringing on their phone. **Internal** calls will ring with a ringing cycle on one (1) long ring with a three (3) second pause between rings, and **eternal** (off-campus) calls will ring of two (2) short rings, with a two (2) second pause between rings.

DO NOT DISTURB (DND)

The DND feature allows you forward all calls directly to voicemail. Simply press the **DND** button (the DND lamp will light). It is not necessary to lift you handset to invoke this feature. All calls made to your extension will now go directly to your mailbox greeting. To cancel, press **DND** once again and the light will extinguish.

E911 EMEREGENCY SERVICES

In case of an emergency, dial 911 or 9 (outside line), then 911 (either way will work) and you will be connected to the local Public Safety Answering Point (PSAP). When your call is answered, identify your emergency. Your location should automatically be displayed to the dispatcher. If you accidentally dial 911, DO NOT HANG UP. Stay on the line and notify the dispatcher of the error. If you hang up, you will receive a call back.

FLASH (Fixed button)

This button is used for many different functions. You will notice the flash feature listed in many feature descriptions. Its main function is to transfer calls.

FLEXIBLE FORWARD

This feature allows you to forward an already ringing line, to another person or to voice mail. This is helpful when you are on Line 1, and you want to stop Line 2 from ringing if you are too busy to answer it. When you hear your main line, or your rollover line ringing, press the **Flexible Forward** button. Next, press the flashing **line button** associated with the ringing line (Line 1 or Line 2). Lastly, dial the four-digit extension number (XXXX), and press **#**, or press the **VM 7000** button to direct the call to your personal voice mail greeting.

Note: This will not interfere with your current call, and the person you are talking to will not hear you pressing the buttons.

FORWARD ALL-CALLS

Lift handset and dial *34. "FORWARD ALL CALLS" will appear on your display. Next, enter the four digit extension (**XXXX**) number where you want your calls to forward to (enter 7000 if you want to forward your calls to your voicemail). After you hear the *confirmation beep* (a series of three short beeps), hang up. Your phone will no longer ring but will immediately forward to new destination. The other option is to lift the handset and press the **Forward All Calls** button. (the *forward all calls* button must already be programmed on your phone). "FORWARD ALL CALLS" will appear in the display. At this point you will enter the four digit extension number (XXXX) where you want your calls forwarded to.

FORWARD ALL CALLS – CANCEL

Lift handset and press dial #30, or press **Forward All** Calls. You will hear a confirmation beep. Hang up.

HOLD (Fixed button)

While on a conversation, ask the caller to hold and press the **Hold** key on your phone, then hang up.

HOLD RETRIEVE (Fixed button)

Lift the handset and press the flashing **line** button (held call).

JOIN CALL

The Join Call feature allows you to join an established call with a call holding on the other line. While talking to the current caller, ask them to hold then press the **Join Call** button. Next, press the **line button** of the caller on hold. All parties are now joined in a three-way conference.

LAST NUMBER REDIAL
This feature will redial the last number you called using your telephone touch pad. To use the feature simply lift handset and press the **Last Number Redial** button on your telephone (the redial feature must be programmed on your telephone in order to use this feature).

Note: This feature will not redial the last call you made if you used an **auto dial** button, or a **station speed dial** button to place the call.

LINE APPEARANCE
This feature allows you to have a line appearance of other department member's phone extensions, or any other phone on campus for the purpose of busy line indication, or with a ringing indication for answering these lines in the instance of a department secretary. These lines are indicated in **GREEN** on your phone label, and the (**Red**) LED associated with the assigned extension number will indicate its status. Line status includes idle, busy, ringing, and hold. When an extension user is in an idle, on-hook condition, the LED associated with the assigned button will be dark.

MEET-ME CONFERENCE
The Meet-Me Conference feature lets you schedule in advance, up to eight on campus extensions (including yourself) for a dial-up conference call. The parties must be notified of the intended date, time, and meet-me conference code. To establish the conference at the agreed date and time, each participant (including yourself) will lift the handset, dial the meet-me conference access code **# 8**, then the agreed upon, virtual conference room number (**0-9**).

Example: You send out an email, that on Monday, as 9:00 AM, everyone should call into the conference call. You will meet in Virtual Conference Room # 7. At that time, the participants will be in their office and dial **# 8 7**. Everyone who dials this code at that time will be included in the conference call.

Note1: The first party to enter the conference hears a short series of beeps. When the beeps stop, they are the first conferee. As each subsequent conferee joins the conference call, a short service tone will be heard by the person joining, as well as by those already in the conference.

MESSAGE WAITING (RETRIEVAL)
When your Message Waiting lamp is flashing, lift the handset and press the **Message Waiting** button or, dial extension **7000**, or press an auto dial button that has 7000 stored on it.

MIC-OFF/MUTE (Fixed button)
While you are talking to a caller, you can press the **Mic-Off** (**Mute)** button and the transmitter on your handset will be muted. This is better than cupping your hand over the transmitter, and can be used in place of the hold button, for confidentiality. This feature mutes calls in the speaker mode as well.

NEW CALL (Fixed button)
If you are on a call and want to hang up in order to make another call, press the **New Call** button. This will insure a proper disconnect from the first call and give you a new dial tone. Most people tend to hold down the hook switch to disconnect a call. If you do not hold the hook switch down for at least a second, the system thinks you are pressing flash and will place the previous call on hold. It will still allow you to make your next call, but when you hang up from your second call, the system may ring you back with the first held call (even though that party has already hung up).

PARK (Fixed button)
Park allows you to place a call on hold in a specific parking position for the purpose of retrieving the call from another phone on campus. Ask the caller to hold and press the **Park** button. Then dial your four-digit extension number (**XXXX**). The call will be parked (held) in the system on your extension.

PARK RETRIEVE

You can go to any phone on campus and dial * **9** + your extension number (**XXXX**), or go to another *digital display telephone* and press **Park** + your extension number (**XXXX**). You will be connected to the parked call.

PRIVATE INTERCOM

To reach your intercom associate, lift the handset and press the ICM button. The associate phone will ring as an interrupted ring, which will distinguish it from a normal call. The intercom ring will override a phone in either a Do Not Disturb or Forwarded condition.

PROGRAM

This button is used to program (store) dialing information on unused *auto dial* buttons. See *auto dial*.

REFRESH

If you are on a call on Line 1 and a second call comes in Line 2, the display will change to reflect the ringing call information. To clear the Line 2 call information and redisplay the Line 1 information, press the **Refresh** button (the *refresh* button must already be programmed on your telephone).

If you place an off campus call and then hang up, your display will not refresh (show the time and date) for up to ten (10) seconds. You can press the Refresh button to immediately refresh the screen.

RG TONE (Fixed button)

The Ringer Tone Control button adjusts the ringer pitch to one of eight possible settings. These settings can be adjusted using the RG TONE button only while the telephone is ringing. You must toggle (press and release) the RG TONE button each time to hear one of eight different ring tones.

The purpose of this feature is to allow those who have a similar, digital phone (and are in close proximity to one another) to differentiate between who's phone is ringing (if you happen to be standing at some distance from your own phone while it is ringing), and is located to the right of the RG Tone button, just under the display.

RING OVER BUSY (ROB)

This feature provides a muted ring when you are busy on one line and a second call is ringing in. ROB is automatically activated, but you have the option to turn the ROB feature off and back on as necessary.

To turn ROB (other line ringing) off, press **Program**, dial **03#**, press **1**, then press **Program**.
To turn ROB (other line ringing) on again, press **Program**, dial **03#**, press **2**, press **Program**.

Note: IF you turn ROB off, you will not know a second line is ringing unless you are facing the phone and notice the flashing light on Line 2.

SAVED NUMBER

This feature lets you *save* a number on your telephone to redial at a later time. This feature can be activated at any point after you have placed a call and that number begins to ring, you receive a busy tone, you are put on hold, or at any point during the call, before you hang up. The system saves this number even though you have placed other calls.

To activate this feature during any one of the above scenarios, simply press the **Saved Number** button (the saved number button must already be programmed on your telephone) and you will see the lamp flash "**red**" three times, signifying the number was saved.

(Saved Number cont'd)

Whereas the **last number redial** button changes with each number you dial, the **saved number** button remains fixed with the number you saved, until you use it again to overwrite the presently stored number.

SPEAKER (Fixed button)
Although marked "SPEAKER," your 12-button model phone is only a "**MONITOR**" feature. The Monitor button is located next to the Hold button. The monitor button is used for hands free dialing or hands free monitoring **only**. Conversation cannot occur without the use of the handset. If you are on a call and the other person puts you on hold, you can press the **Monitor** (or Speaker if it has not been relabeled) button and hang up the handset. This will allow you to wait until the caller returns, at which point you can lift the handset to continue the call. You can also use this button to listen to your voice mail hands-free. Without lifting the handset by simply dial **7000**. The system will automatically activate the *monitor* feature and you can listen to your messages without lifting the handset.

STATION SPEED DIALING
You can dial up to ten, previously stored speed dial numbers by dialing an access code and then the stored digit location.

Dial the system speed dial access code * **0**. Next, press the touch tone digit associated with a particular stored number (**0-9**). The phone number will be dialed and you will hear to called number begin to ring.

Example: Dial * **0 0**, or * **0 1**, etc)

STATION SPEED DIAL REGISTRATION
To register a Station Speed Dial number, dial the Station Speed Dial Registration, feature access code, # **0**. Next, press the touch tone digit to which you want to associate your first speed dial number (**0-9**). Then, enter the phone number that you want to store.

For an on campus number, enter the four digit extension (**XXXX**).
For an local off campus number, enter **9**, then the seven digit phone number (include 1 + area code if it is a local call in another area code, or if it is a long distance number)

After entering the phone extension or outside phone number, wait until you hear a "service tone." This will indicate that the number was stored successfully. **Example:** Dial # **0** + **0** + **4664** (on campus) or **9 + 1 + 440-XXX-XXXX** (local call in another area code). Remain on the line until you hear service tone.

SYSTEM SPEED DIAL
Your phone is automatically forwarded via "*System Forwarding*," to Voice Mail on a NA (No Answer) condition. In most cases your phone transfers to the department secretary on a BY (Busy), but if you prefer, it can be sent it to voicemail on a busy condition. If you activate a "Station Forwarding" feature as previously mentioned, it will override the **system forward** until you cancel the feature.

Note: If you want a change made to your busy forwarding condition, contact the system administrator.

TRANSFER (Fixed button)
This button is redundant to the *flash* button and can be ignored. The flash button does everything the transfer button does, plus allows you to transfer calls to the switchboard operator. (***See Call Transfer feature***)

Note: To transfer calls to someone's voice mail, see the Voice Mail instruction guide.