Premiere 5-Button
non-Speakerphone Guide

ANSWERING a Call

While the phone is ringing you will hear the ringer and see the "message" light flashing. Lift the handset to answer the call.

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**, the 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**, the the area code, then the seven-digit number.

International Calling: Dial **9**, **011**, the country code, the city code, then the telephone number.

CALL PICKUP (group)

This feature allows you to answer another phone in your department, which has already been programmed into your common pickup group. To answer the call, lift handset and dial * **4**. The phone will stop ringing and you will be connected to the caller.

CALL TRANSFER

Ask the party to wait. Press **Flash** (your original call is placed on hold), then dial the four-digit extension (**XXXX**) where you want the call transferred. Announce the call when the called party answers and hang up, **or** hang up after dialing the extension number without announcing the call. In either instance, the original caller will be on hold until you hang up your phone.

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

CALL WAITING

After hearing the *call waiting tone*, ask the connected party to wait. Press **Flash** to connect to the call waiting (your original call is placed on hold). Press **Flash**, then **# 6** to alternate between calls. If at any time one of the callers hangs up, you will be automatically connected to the remaining caller.

Note: Your phone is currently set to forward to voicemail when busy. If you would prefer to receive a call waiting tone, contact the telephone system administrator at x4664.

CAMP-ON

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 **Flash**, then *** *** (star, star). 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 you hear 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 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 not will receive the camp-on busy tone. All student, residence hall phones will be busy if the phone is in use.

CONFERENCE CALL (3-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.

Note2: If the person you are trying to add to the conference does not answer, or you reach their voice mail unexpectedly, press **Flash** twice (**flash, flash**) to cancel the transfer and return to the original caller.

CONFERENCE CALL (8-Way)

The Eight-Way Conference feature allows you to establish a conference call of four to seven parties (eight, including yourself), in any combination of on campus or off campus calls. If most of the parties are made to off campus numbers, the audio volume of the line may drop as each subsequent caller is added to the conference.

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To initiate an eight-way conference call and add a third member:
1. Dial the first party. When the first party answers, ask them to hold, then press **Flash**. You will hear recall dial tone. The first party is placed on hold.
2. Dial the **eight-way conference** code <u>*** 8**</u>, then dial the second party: 4-digit extension number for on campus **or** 9 + (1 + area code) and then the number for outside party.
3. When the second party answers, announce the call and press **Flash**, **Flash**. You are now in a three-way conference call, and ready to add the next party.

To add the third through seventh parties to the conference call:
1. Ask the connected parties to wait, and then press **Flash**. A recall dial tone will be heard, and both parties are placed on hold.
2. Dial the next party's number. A ring back will be heard until the party answers.
3. Announce the call and press **Flash**, **Flash**. All parties are connected to the conference.

4. Repeat steps 1 through 3 to add subsequent callers.

Note1: If you receive no answer, a busy tone, voice mail, or if you dialed a wrong number, press **Flash** and you will hear a series of beeps. When the beeping stops, the unwanted call will be dropped and you will be connected to the original caller(s). At that point, follow steps 1 – 3 to continue adding more participants.

DATA JACK
This phone jack is located on the right side of the telephone and provides a modular connection with the telephone line for connecting devices such as a laptop computer or modems for dial-up.

FLASH
This button is used for many different functions. You will notice the flash feature listed in many feature descriptions. The main function is to transfer calls, but is also used for features such as conferencing and call waiting to name a few.

FORWARD ALL CALLS
Dial <u>*</u> **3 4** + and the four-digit extension (**XXXX**) number where you want your phone to forward to when you are away from your office. When you hear a confirmation beep, hang up. Your phone will not ring but will immediately forward to new destination. If you want your calls to go to Voice Mail, enter **7000** as your "forward to" destination.

FORWARD ALL CALLS - Cancellation
Lift handset, then dial <u>#</u> **3 0**. When you will hear the confirmation beep, hang up.

HANSET VOLUME
Depress the volume button once to amplify the voice of the caller. Press the button again to return the handset volume to normal.
note: *The volume level will reset to normal each time you hang up or discontinue the call.*

HOLD

Press the **HOLD** key on your phone and hang up (a red light will illuminate). The call is on hold on your phone (you will not be able to receive another call as your phone will be in a busy state with the hold button), *or* press **Flash** and dial * **1**, hang up and the call will be on hold in the phone system (this will allow you to receive additional calls while on hold in the system).

HOLD RETRIEVE

Lift the handset (if you put the call on hold on your phone) and you will be reconnected *or* dial # **1** (if you put the call on hold on the system). To retrieve a held call via the * 1 from another phone, dial the Remote Retrieve code * **2 2** + your extension number.

MAKING a Call

Lift the handset for dial tone. Dial the telephone number, or press REDIAL. Disconnect the call by replacing the handset in the cradle again.

NOTE: a) To switch from a handset call to a SPKR call, press the SPKR button (the SPKR light will illuminate red), then hang up the handset to continue your call. b) To switch from a SPKR call to a handset call simply lift the handset and continue your conversation.

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 number seven (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.

MEMORY DIALING

Ten frequently dialed telephone numbers can be stored in the telephone memory button locations, located on the top half of the phone. A number stored in memory can be accessed with one-touch of a Memory Dial button.

To store a telephone number in memory:

1. Remove the clear faceplate and paper mat.
2. Remove the pink insulator strip from the battery.
   note: It may have already been removed.
3. Check the position of the TONE/PULSE switch.
   note: It should already be set to TONE.
4. Lift the handset to obtain dial tone.
5. Press the **STORE** button.
   note: If a PAUSE is required then press REDIAL. You do not need to enter a pause if inserting a 9 for an outside line.
6. Dial the **telephone number** to be saved.
   note: Make sure to include a 9 for an off campus call.
7. Press the **STORE** button again.
8. Press one of the ten **Memory location buttons** where the number is to be saved.
9. If more numbers are to be programmed, follow steps 5 through 9.
10. Hang up the handset.
11. Record the number on the on the paper face mat and replace along with the faceplate.

To dial a telephone number stored in memory:

1. Lift the handset.
2. Press the Memory location button where you stored the number.

Note: "Lithium battery" – Telephone line current maintains the information you store in memory. The purpose of the 3V lithium battery (Panasonic CR2032 or Premier 450810) is to maintain the stored information if you lose telephone service or the phone is temporarily unplugged.

MESSAGE WAITING

The "Message" lamp will light when you have a message. To retrieve your message(s), lift the handset and dial the message retrieval access code, # **5** or simply dial extension **7000**.

PARK

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 **Flash** + * **9**. Next, 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**). You will be connected to the parked call.

PAUSE

Used in conjunction with Memory Dialing, if so needed.

REDIAL
Pick up the handset and press the REDIAL button to automatically redial the last number you dialed using your telephone touch pad. This feature will not redial a number you called using Memory Dialing or Station Speed Dial.

RINGER SWITCH
The switch is located on the back side of the telephone. You may set the ringer switch to HI, MED, or LO.

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. Instead of using memory buttons as mentioned in Memory Dialing, you will use the telephone touch pad digits (0-9) to store your speed dial numbers.

To store a station speed dial number:

1. Lift the handset.
2. Dial the station speed dial registration code **# 0**.
3. Press the touch tone digit (**0-9**) where you want to store the phone number.
   NOTE: *You will not hear a dial tone while entering the access code and phone number.*
4. Enter **9** (for an outside line), then the local **seven-digit** phone number (include **1** + **area code** if it is a local call in another area code, or for a long distance number) to be stored.
5. When finished entering the phone number, wait until you hear a "service tone." This will indicate that the number was stored successfully.
6. Hang up the handset.
7. Record the number for future reference.

   Example: *Enter # **0** + **1** , then **9, 1, 440, XXX-XXXX***

To dial a station speed dial number:

1. Lift the handset.
2. Dial the station speed dial access code * **0**.
3. Press the touch tone digit (**0-9**) where the phone number you want to call, is stored.

STORE
Used to program **memory dial** numbers into memory. This button is not used to store or dial station speed dial numbers.

SYSTEM FORWARDING

Your phone is automatically forwarded via "*System Forwarding*," to Voice Mail when your phone rings and goes unanswered.

There are three forwarding option when your phone is busy:

1) Transfers to the department secretary.
2) Transfer to Voice Mail.
3) Do not transfer at all, and you will receive a "call waiting tone" from off campus callers. Internal callers will hear a busy tone, at which point they can hang up and call you back, or they can activate the camp-on feature, if they are familiar with it.

Call the System Administrator at ext. 4664 to find out what your busy option is set to now, or to have it changed.

Note: If you activate a "Forward All Calls" feature as previously mentioned, it will override the **system forward** until you cancel the feature.

VOLUME (Handset)

Depress the volume button once to Increase the voice of the caller. Press the button again to return to the Normal setting. **NOTE:** the volume level will reset to normal each time you hang up or discontinue the call.