

## Single-Line Phone Features and Instructions

Using the following keypad combinations allows you to access special features provided by the University's Meridian PBX telephone system. A single line phone is the standard, "plan old telephone set" that most users have on their desk. It is also referred to here as a "station"

### Access Codes

Code	Feature
#0	Trunk/Station Ring Again
#1	Last Number Redial
#2	Enter Call Forwarding
#3	Cancel Call Forward
#4	Call Hold
#5	not used
#6	Program Personal Speed Call List
#7	Access Personal Speed Call List
*	Call Pickup
#nnn	System Speed Call List

### How to Operate Features

#### To call the attendant:

- ① Lift the handset and listen for dial tone.
- ② Dial "0".

#### To call a station:

- ① Lift the handset and listen for dial tone.
- ② Dial the desired station number.

#### To dial an outside call:

- ① Lift the handset and listen for dial tone
- ② Dial the access code "9" and listen for outside dial tone
- ③ Dial the desired outside number.

#### To Activate Call Forwarding

You may direct all incoming calls to your station to another station using the following steps:

- ① Lift the handset and listen for dial tone.
- ② Dial the Call Forwarding Access Code # 2 and listen for special dial tone.
- ③ Dial the desired station number.
- ④ If forward is accepted, service set tone will be heard.
- ⑤ If forward is denied, reorder tone will be heard.

**To Cancel Call Forwarding:**

Cancel call forwarding using the following steps:

- ① Lift the handset and listen for dial tone.
- ② Dial the Call Forward Cancel code, "#3".
- ③ Service set tone will be heard.

**To transfer an outside call to a station:**

- ① Notify the outside party of the transfer.
- ② Flash the switchhook once and listen for special tone.
- ③ Dial the desired station number.
- ④ When the called party answers, announce the transfer and hang up.
- ⑤ If the desired station is busy. flash the switchhook once again to return to the outside party.

**Call Hold:**

- ① Ask party to hold.
- ② Flash switchhook once and listen for special dial tone.
- ③ Dial the Call Hold access code, "#4", and hang up.
- ④ Your phone will ring intermittently to remind you of a call on hold.
- ⑤ To return to a call lift hand set (if you did not hang up, flash switchhook 6r press link/hold button).'

**To Use Personal Speed Call:**

Speed call is abbreviated dialing. It reduces a 7 or 10 digit number to a 1 digit Speed Call access code. The length of your individual list determines the access code. For example, a list of 10 numbers would have access codes 0 to 9. There is only one controller per list.

*To program list*

- ① Lift handset and listen for dial tone, dial #6
- ② Dial 1 digit personal speed call access code
- ③ Dial number to be stored and hang up.

*To use list*

- ① Lift handset and listen for dial tone, dial #7.
- ② Dial the access code associated with the number you want to dial.
- ③ The number is dialed automatically.

**To Use System Speed Call:**

A special abbreviated dialing list of telephone numbers may be provided to the entire campus community through the system. A listing will be published as they become available.

*To use list*

- ① Lift handset and listen for dial tone
- ① Dial number sign key (#) and the access code.
- ① The number is dialed automatically.

**To Activate Call Pickup:**

You may answer an incoming call directed to an unattended station within your assigned pick up group.

- ① Lift the handset and listen for dial tone.
- ① Dial the Call Pick-up access code "\*"
- ① The call is automatically connected to your telephone.

**To establish an add-on conference call:**

- ① Ask the outside party to hold.
- ① Flash the switchhook once and listen for special tone.
- ① Dial the desired station number.
- ① When the party answers, announce the conference and flash the switchhook once again.
- ① The outside party is included in the conference.

**Station Ring Again:**

- ① Dial desired station, busy tone heard.
- ① Over busy tone, flash switchhook once and listen for special dial tone.
- ① Dial access code "#0".
- ① If service is accepted, service set tone will be heard.
- ① Your station will ring and connect you to called station when both parties are available

**Trunk Ring Again:**

- ① Dial central office access code "9", busy tone heard.
- ① Over busy tone, flash switchhook once and listen for special dial tone.
- ① Dial access code "#0".
- ① If service is denied, reorder tone will be heard.
- ① If service is accepted, service will ring back automatically with central office dial tone.