Telephone User Guide
For Single Line Sets

Calling Features Available to You

See inside for instructions and feature descriptions

Your telephone service provides you with access to many calling features which you can activate by using the touch tone keypad on your telephone. Voice Mail Guidelines are available on the Communications Resources Web site: http://itcatalog.ucdavis.edu/service/voice-mail

Standard Features: these features are available as standard service on single line telephones.

- Call Forward Busy
- Call Forward Don’t Answer
- Call Forward Universal
- Call Park
- Consult Another
- Directed Call Park
- Hold Plus
- Hold Only
- Last Number Redial
- Make Set Busy
- Ring Again
- Speed Call-Short List
- Three-Way Conference
- Transfer

Optional Features: these features may be added to your telephone line.

- Call Waiting
- Call Pickup
- Call Forward Variable
- Caller ID
- Group Intercom
- Six Way Conference
- Speed Call-Long List
- Voice Mail
THE FEATURES listed here are standard on single line telephones. CALLING FEATURES can be activated by dialing the appropriate feature CODE. When on a call, you must LINK before dialing the feature code. The LINKING process holds one call aside and gives you dial tone, thus enabling you to activate a feature. The features are listed in a “commonly used” order, not alphabetically.

To LINK:
1. Press Switchhook, LINK or FLASH key.
2. Hear special dial tone.
3. Dial feature code or phone number.

### Transfer
Allows you to transfer a call from your number to another campus telephone number.

**To activate:** LINK, dial campus number, hang up.

**To deactivate:** Hear busy signal, LINK twice to return to original call. (Note: pause between the two LINKS.)

After dialing the campus number, you will hear ringing and may stay on the line to announce the call and hang up. If it is not necessary to announce the transferred call, hang up once you hear the ringing. If you encounter a busy signal, LINK twice to return to the original call.

### Consult Another
Allows you to place one call on hold while you make another call. When your second caller hangs up, you return to the original call.

**To activate:** LINK, dial campus telephone number.

**To deactivate:** Hang up.

The system will hold the original caller to the side so you can consult privately with the second party. When the second party hangs up, you will be automatically reconnected with the first call.

### Three-Way Conference
Creates a conference between you and two other parties.

**To activate:** Dial first telephone number, LINK, dial second number, LINK.

**To deactivate:** Hang up.

When the second party answers, you will LINK to connect all three parties. To remove yourself from the conversation, hang up; the other two parties may remain connected as long as one is on a campus telephone.

### Speed Call: Short List
Stores ten frequently called numbers for quick dialing. When stored, each number is assigned a one-digit code.

**To store numbers:** Lift handset, press *95, dial one-digit entry code, dial phone number, press #.

**To activate:** Lift handset, dial * plus one-digit entry code, press #.

Note: You may change a number on your list by simply programming the new telephone number over the old.
Call Park
Call Park
Parks a call on your own number so you can retrieve it from another campus telephone. This feature is typically used when you need to look up information away from your office (in lab or storeroom, for instance) in order to complete a call.

To park:
LINK, press *75, RELEASE or hang up.

To retrieve:
Press *85, dial your own telephone phone number.

If the parked call has not been retrieved after two minutes, it will ring at the telephone that parked the call. Even though a call is parked, you can initiate and receive other calls. Calls cannot be parked on a group intercom number.

Call Forward Universal
Call Forward Universal
Forwards your calls to an on or off-campus number programmed by you. When activated, Call Forward Universal overrides the programming for Call Forward No Answer and Call Forward Busy, so your calls will ring at the Call Forward Universal telephone number.

To activate:
Lift handset, press *70, dial telephone number where calls will be forwarded.

To deactivate:
Lift handset, press *80.

Once activated, you may still make calls from your telephone; however only the person to whom you’ve forwarded your calls can reach you at your number. You must deactivate the feature before you program a different number. Call Forward Universal can be used to forward calls to an off-campus telephone number.

NOTE: you will hear a ring splash each time your number is dialed to remind you this feature is active.

Last Number Redial
Automatically redials the last telephone number you dialed.

To activate:
Lift handset, press # #.

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Office hours: Monday-Friday (except holidays) 8 a.m.-noon & 1-5 p.m.
Customer Service... phone: 752-4603; fax: 752-5555; email: cr-service@ucdavis.edu
STANDARD FEATURES
Continued...

**Make Set Busy**
Gives a busy signal to all incoming calls. You may still make outgoing calls. When activated, **Make Set Busy** overrides any call forwarding you may have programmed.

- **To activate:** Lift handset, press *71.
- **To deactivate:** Lift handset, press *81.

*Note:* You will hear a splash ring each time your number is dialed to remind you that the feature is activated.

**Directed Call Park**
Parks a call on a specified campus telephone number so it can be retrieved from any campus telephone. This feature is typically useful in areas where a paging system exists because it enables you to direct calls to a specific telephone number.

- **To park:** LINK, *76, dial telephone number where call is to be parked.
- **To retrieve:** Press *85, dial telephone number where call is parked.

If the parked call has not been retrieved after two minutes, it will ring at the telephone number that parked the call. Calls cannot be parked on a group intercom number.

**Hold Plus**
Allows you to flip-flop between two calls by holding one call within the system while you use your telephone to activate a feature, respond to **Call Waiting** tone, or make another call.

- **To activate:** LINK, press *91
- **To deactivate:** LINK, press *91

After putting a call on **Hold Plus**, you will hear a confirmation tone and then may dial another call or activate another feature code such as **Call Pickup** (*93). Do not hang up the handset.

**Hold Only**
Places a call on hold and allows you to return the handset to the cradle without losing the call.

- **To activate:** LINK, press *92, hang up handset
- **To deactivate:** Lift handset.

You will hear a reminder ring every 60 seconds to remind you that the call is on hold. The reminder ring is not heard by the party on hold and does not force you to respond.

**Ring Again**
Notifies you when a busy campus telephone number becomes free.

- **To activate:** LINK, press *90.

When the other line becomes free, you will hear the **Ring Again** ring (one long ring followed by two short rings). Lift the handset immediately after the ring and the call will be automatically redialed. If you choose to ignore the ring, the request will be cancelled after three cycles.

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THE OPTIONAL features listed here are designed to meet the special needs of you and your department. Each of these features may be ordered individually from Communications Resources. To find out which, if any, of these features are assigned to your telephone, contact your Area Telecommunications Representative (ATR).

**Call Waiting**
When on a call, a short tone alerts you that another call is waiting. The tone will be repeated once. You may interrupt your conversation and respond to the waiting call by placing your first call on Hold Plus.

*To respond:* LINK, press *91
*To return to original call:* LINK, press *91.

You may alternate between calls by LINKING and pressing *91. When either party hangs up, LINK, press *91 to return to the remaining call.

**Call Forward Variable**
This feature is used in conjunction with Call Forward Don’t Answer, and allows you to select how many times you would like your telephone to ring before it forwards to a designated number. With Call Forward Variable, you can choose to have calls forwarded after 2, 4, 5, or 6 rings.

The number of rings must be programmed by Communications Resources. If you do not have Call Forward Variable, your unanswered calls will be forwarded after three rings.

**Call Pickup**
Enables you to answer another person’s ringing telephone from your own telephone. You are assigned a Call Pickup Group defined by your department and may use the feature to answer calls within that group. Your ATR will be able to identify your Call Pickup Group.

*To activate:* Lift handset, press *93.

If the call has already been answered you will hear a fast busy signal.

**Caller ID**
Caller ID displays incoming caller’s number information on a phone display or adjunct display device at the recipient’s location. The caller’s name will not be displayed.

**Caller ID requires a display telephone**
OPTIONAL FEATURES

Continued...

**Group Intercom**
This feature is designed for individuals in a designated group to speed call each other. Each member of the intercom group is assigned a two or three-digit number. When this number is dialed, a distinctive ring is heard. Intercom calls will not forward. Your ATR will be able to identify your Group Intercom group and provide you with Group Intercom numbers.

**To activate:** Lift handset, press #, dial Group Intercom number.

**Six-Way Conference**
Establishes a conference with up to five other participants.

**To activate:**
1. While on a call, LINK (hear special tone).
2. Press *74.
3. LINK (hear special tone).
4. Dial telephone number of third party.
   a. If the party answers, you may speak privately with the third party.
   b. If you hear a busy signal, or no one answers, LINK and press *74 to return to original call.
5. LINK (hear special tone).
6. Press *74.

The conference now includes you and two other parties. Repeat steps 3-7 to add additional parties.

**To exit conference:** Press hold.

If you encounter a busy signal or no answer, press LINK, then press *74 to return to the conference. Participants will hear a tone when a person enters or leaves the conference. If you drop out of the conference, it can continue as long as one of the participants is on a campus telephone.

**Speed Call-Long List**
Stores thirty frequently called numbers for quick dialing. Each phone number is assigned a two-digit code.

**To store a number:** Lift handset, press *96, dial two-digit entry code, dial telephone number, press #.

**To activate:** Lift handset, press*, dial two-digit entry code, press #.

You may change a number on your list by simply programming the new number over the old.

**Notes:**
**Voice Mail**

The **Voice Mail** service number is 754-0054. Use this number to forward your voice mail calls, check voice mail messages, and configure voice mail options.

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**SINGLE LINE TELEPHONE QUICK REFERENCE**

**CALL FORWARD BUSY**

*To activate:* Lift handset, *50, dial campus telephone number where call will be forwarded.

*To deactivate:* Lift handset, *60.

**CALL FORWARD NO ANSWER**

*To activate:* Lift handset, *51, dial campus telephone number where calls will be forwarded.

*To deactivate:* Lift handset, *61.

**CALL FORWARD UNIVERSAL**

*To activate:* Lift handset, *70, dial campus telephone number where calls will be forwarded.

*To deactivate:* Lift handset, *80.

**CALL PARK**

*To park:* LINK, *75.

*To retrieve:* *85, dial your own telephone number.

**CALL PICKUP**

*To activate:* Lift handset, *93.

**CALL WAITING**

*To respond:* LINK, *91.

*To return to original call:* LINK, *91.

**CONSULT ANOTHER**

*To activate:* LINK, dial campus telephone number.

*To return to original call:* You will be connected automatically when second party hangs up.

**DIRECTED CALL PARK**

*To park:* LINK, dial *76, dial number where call will be parked.

*To retrieve:* *85, dial number where call is parked.

**GROUP INTERCOM**

*To activate:* Lift handset, press #, Group intercom number.

The nuances of voice mail are best summarized in "**Voice Mail Guidelines**," which is available by clicking here.
SINGLE LINE TELEPHONE QUICK REFERENCE

HOLD PLUS
To activate: LINK, *91.
To deactivate: LINK, *91.

LAST NUMBER REDIAL
To activate: Lift handset, press # #.

MAKE SET BUSY
To activate: Lift handset, *71.
To deactivate: Lift handset, *81.

RING AGAIN
To activate: LINK, *90.

THREE-WAY CONFERENCE
To activate: When you are on a call; LINK, dial telephone number, LINK.
To deactivate: Hang up.

TRANSFER
To activate: LINK, dial campus telephone number, hang up.
To deactivate: Hear busy signal, LINK twice to return to original call.

SIX-WAY CONFERENCE
To activate: (You are on a call) LINK, *74, LINK, dial telephone number.

SPEED CALL SHORT-LIST
To store a number:
Lift handset, *95, dial one-digit entry code, dial telephone number, press #.
To activate: Lift handset, dial * plus one-digit entry code, press #.

SPEED CALL LONG-LIST
To store a number:
Lift handset, *96, two-digit entry code, dial telephone number, press #.
To activate: Lift handset, press *, two-digit entry code, press #.

Communications Resources (CR)

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