Features Reference Guide

for Multi-Line Telephone Sets

Northwestern University
Information Technology

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Northwestern University Information Technology

Northwestern University Information Technology (NUIT) provides a wide variety of voice and data communications services, including telephone service, to Northwestern University’s Evanston and Chicago campuses.

The NUIT telephone system is designed to help you to perform your job responsibilities. This manual provides you with information about using your telephone and its features, as well as information on NUIT services.

The Features on Your Telephone

NUIT’s telephones perform many sophisticated operations. The group of features on your telephone has been selected to reflect your specific needs.*

This guide includes descriptions of commonly-used telephone features and the instructions for using them. On multi-line telephones, some designated keys are provided to activate various features. Various tones and ringing sounds assist you in using the telephone features.

When dialing another telephone number on the NUIT network, you can dial the abbreviated five-digit extension (e.g. 3-5560 instead of 312-503-5560).

Changing Features

If you would like to change the features on your telephone, have your department administrator contact NUIT Consulting Services. NUIT will make the programming changes necessary to provide you with the features you have requested. Your department will incur a one-time programming charge per telephone for such changes.

* Call Forward—Manual, Transfer / Three-Way Conference, Ring Again, Call Pick-Up, Intercom, Message Waiting and Speed Call features are not available on undergraduate student telephones. Call Forward—Busy / No Answer and Message Waiting features are not available on graduate student telephones without voice mail.
The standard group of features NUIT provides with new multi-line telephones include Hold, Release, Manual Call Forward, Conference and Ring Again. Other features available on request are Call Forward—Busy / No Answer, Call Pickup, Intercom, Call Waiting, Message Waiting and Speed Call.

**Hold**

**To Put a Call on Hold**

1. Press Hold. The Hold indicator flashes.
2. Hang up. The call is now on hold.
3. To take the call off hold, press the line key.

**Release**

The Rls (Release) button has varying functions depending on which telephone feature you are using. It is used to clear the telephone display after you check your Call Forward status (see below), end a call on Call Waiting, or return you to an existing call if you are unable to transfer a call.

**Call Forward—Manual**

When Call Forward is activated, calls made to your telephone are forwarded automatically to a “target” number of your choice on the NUIT Network. Activating this feature does not affect calls made from your telephone. Call Forward lets you change the target number at any time. However, your choice of number may be restricted according to your Network Class of Service.

Each time a call is forwarded, your telephone rings for a half second. You cannot answer the forwarded call. The half second of ringing is a reminder that Call Forward is still active on your telephone.

If you have a display telephone, the Call Fwd indicator is off and you want to check if your calls are being forwarded to the correct number, press Call Fwd. The indicator flashes and your display will show the number to which your calls will be forwarded. To clear the display, press Rls.

If you have the Busy / No Answer feature (see page 7) and Call Forward is not activated, calls will be forwarded to the Busy / No Answer target number.

**To Use Call Forward**

1. Press Call Fwd. *(The handset does not have to be lifted.)* The indicator flashes. If you have a display, it will show any previously stored number.
2. Dial the number to which you want your calls forwarded. If you have a display, the number entered is shown.
3. Press Call Fwd. The Call Fwd indicator remains on and the Call Forward number is stored. If you have a display, the display clears.
4. To cancel Call Forwarding, press Call Fwd. The indicator goes out.
5. To forward calls to the previous target number, press Call Fwd twice.
Call Transfer / Three-Way Conference

This feature is used to transfer calls or set up a three-way conference without operator assistance. You may also consult privately with the person to whom you are transferring the call. For a call to be transferable, one or both of the other parties must be at an extension on the NUIT Network.

To Use Call Transfer and Three-Way Conference

1. Advise the person on the established call of what you are going to do.
2. Press **Transfer** or **Conf**. You hear a confirmation / dial tone. The **Conf** / **Trans** indicator goes on and the line indicator flashes.
3. Dial the new telephone number. (If the line is busy or you get no answer, press **Rls** and then the line key to return to the established call.)
4. After the other person answers, announce the call and press **Transfer** or **Conf**. The indicator goes out and the line indicator goes on. All three people are connected.
5. To complete a transfer, hang up. Other parties stay connected.

Ring Again

If you call another NUIT Network extension on the same campus and the extension is busy, Ring Again notifies you when the line is free. Your telephone rings in a distinctive style, and the call is placed automatically when you lift the handset.

Only one Ring Again request can be activated at a time. You can place or receive other calls while waiting for the Ring Again callback.

**Note:** Ring Again will not work if the extension is on the other campus or outside the NUIT Network.

To Use Ring Again

1. Press **Ring Again**. The **Ring Again** indicator goes on and the line indicator goes out.
2. When the busy extension becomes free, you hear distinctive ringing from your telephone. The **Ring Again** indicator flashes.
3. Press the original line key. The line indicator goes on.
4. Press **Ring Again**. The five-digit extension is automatically redialed. **Note:** You must press **Ring Again** within a specified time after you hear the tone or the call is canceled.
5. To deactivate Ring Again: Before you hear the **Ring Again** tone, press **Ring Again** or ignore the tone. The **Ring Again** indicator goes out.
OPTIONAL TELEPHONE FEATURES

NUIT can provide a number of optional features for multi-line telephones upon request. These include Call Forward—Busy / No Answer, Call Pickup, Intercom, Call Waiting, Message Waiting and Speed Call.

Call Forward—Busy / No Answer

Call Forward—Busy and Call Forward—No Answer are NUIT-programmed features based on information you provide.

With Call Forward—Busy, calls made to your number while you are on the line are forwarded to a NUIT extension of your choice.

With Call Forward—No Answer, calls made to your number are forwarded after three to four rings to a NUIT extension of your choice.

Call Pickup

Groups of telephones in your department can be arranged into Call Pickup groups. This feature allows you to answer any call made to another telephone in your group.

To Use Call Pickup

1. When you hear ringing from another telephone in your Call Pickup group, press any key next to a free line or lift the handset if your line is free. The indicator next to the key goes on.
   2. Press Call Pickup. The call is automatically routed to your telephone.

Intercom

Your telephone can be programmed to be a member of an Intercom group in your department. The Intercom feature allows for either one- or two-digit dialing to another member of your group. The number of digits required depends on the size of your group. For 2-9 members, you would dial one digit; for 10-60 members, you would dial two digits.

To Use Intercom

1. Lift the handset and press Intercom. You will hear a dial tone.
   2. Dial the one- or two-digit number of another member of your group.
Call Waiting

When you are on a call, Call Waiting informs you that a second call is waiting. You can answer the second call without disconnecting the first, enabling you to use your telephone without losing important calls.

You can alternate between the two callers, or release one of the calls. To alternate between calls, press the line key to talk to your original caller, then press Call Wait to talk to the other caller. To end either call, press Rls while connected to that call. The display clears.

If you want to place a call without being interrupted while you are on the line, you can cancel Call Waiting. Once you hang up, Call Waiting is reactivated.

To Use Call Waiting
1. You are on an established call and hear the Call Waiting tone. The Call Wait indicator flashes. Inform your caller that you are going to place them on hold.
2. Press Call Wait. The first call is put on hold and the second call is connected.
   If you have a display telephone, the display is updated with information about the new call.
3. To return to the first call, press the line key. You are reconnected to the first call and the second call is put on hold. If you have a display telephone, you will see information about the original call.

To Cancel Call Waiting
1. Dial *70. You hear a confirmation / dial tone.
2. Place a call.
3. When you hang up, Call Waiting is reactivated.

Message Waiting

The Message Waiting indicator on your telephone lights up to indicate that there are new messages to be retrieved from your NUIT voice mailbox.

To Retrieve a Voice Mail Message
1. Lift the handset and press Msg Wait. You are connected to the NU voice mail system.
2. Follow the instructions for retrieving your message(s).
3. The Message Waiting indicator will remain lit until you either save or delete the messages in your voice mailbox.
Speed Calling

Speed Calling allows you to program a list of frequently-called numbers by dialing an abbreviated code instead of the complete number. The Speed Call list is unique to your telephone, and you program and change the codes yourself. The quantity of Speed Call numbers that can be added to your list depends on whether you have a short or long Speed Call list assigned to your telephone. If you have a short list, you can use one-digit codes (0-9). If you have a long list, you can use two-digit codes (00-69).

To Store a Speed Call Number

1. Without lifting the handset, press Speed Call. The indicator flashes.
2. Dial the Speed Call code (0-9) or (00-69) you want to associate with the number you are storing. If you have a display telephone, the code is displayed.
3. Dial the number. If you have a display telephone, the code and telephone number are displayed.
4. Press Speed Call. The Speed Call indicator goes out and the Speed Call number is stored. If you have a display telephone, the display clears. 

Repeat the above steps to store up to ten numbers.

To Use a Speed Call Number

1. Press any line key. The line indicator goes on.
2. Press Speed Call. The Speed Call indicator goes on.
3. Dial the Speed Call code (0-9) or (00-69) associated with the number you want to call. The Speed Call indicator goes out and the number is automatically dialed. If you have a display telephone, the number called is displayed.

To Change a Speed Call Number

1. Without lifting the handset, press Speed Call. The indicator flashes.
2. Dial the Speed Call code (0-9) or (00-69) you want to associate with the new number you are storing. If you have a display telephone, the old number is displayed.
3. Dial the new telephone number. If you have a display telephone, the new number is displayed.
4. Press Speed Call. The Speed Call indicator goes out and the Speed Call number is stored. If you have a display telephone, the display clears.

To Delete a Speed-Call Number

1. Without lifting the handset, press Speed Call. The indicator flashes.
2. Dial the Speed Call code (0-9) or (00-69) associated with the number you want to delete. If you have a display telephone, the number is displayed.
3. Press #. If you have a display telephone, the code and # are displayed.
4. Press Speed Call. The Speed Call indicator goes out and the Speed Call number is deleted. If you have a display telephone, the display clears.
Hold
To put a caller on hold, press **Hold**.
To take a caller off hold, press the original line key.

Call Forward
Press **Call Fwd**.
Dial the target number, then press **Call Fwd** again.
To forward calls to the most-recently used target number, press **Call Fwd** twice.
*To deactivate:* Press **Call Fwd**.

Call Transfer / Three-Way Conference
Press **Transfer** or **Conf**.
Dial the new telephone number.
After the person answers, press **Transfer** or **Conf** again.
To complete a transfer, hang up. Other parties stay connected.

Ring Again
At the busy signal, press **Ring Again**.
When the extension is free, you hear distinctive ringing and **Ring Again** flashes.
Press the original line key, then press **Ring Again** to redial the extension.
*To deactivate:* Before you hear the Ring Again tone, press **Ring Again**.
Quick Reference Guide—Optional Features

Call Pickup
(To retrieve a call within your Call Pickup group)
Press any key next to a free line or lift the handset if your line is free.
Press Call Pickup.

Intercom
Lift the handset and press Intercom.
When you hear a dial tone, dial the one- or two-digit number.

Call Waiting
When you hear the Call Waiting tone: Press Call Wait to connect the new call.
To alternate between calls: Press the line key to talk to your original caller,
then press Call Wait to talk to the other caller.
To end either call: Press Rls while connected to that call.
To cancel Call Waiting: Lift the handset, dial *70 and place a call.
To reactivate Call Waiting: Hang up.

Speed Call
To store a Speed Call number: Press Speed Call.
Dial the code you want to associate with the number you are storing.
Dial the number, then press Speed Call to store the code.

To use a Speed Call number: Press any line key, then press Speed Call.
Dial the code associated with the number you want to call.

To change a Speed Call number: Press Speed Call.
Dial the code you want to associate with the new number.
Dial the new number, then press Speed Call to store the new code.

To delete a Speed Call number: Press Speed Call.
Dial the code associated with the number you want to delete.
Press #, then press Speed Call.