Features Reference Guide

for Single-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 single-line telephones, features are activated by depressing the switchhook and / or the appropriate keys on the keypad.

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.
STANDARD TELEPHONE FEATURES

The standard group of features NUIT provides with new single-line telephones includes Hold, Call Forward, Call Transfer / Three-Way Conference, Ring Again, Last-Number Redial, and Call Waiting.

Hold

To Put a Call on Hold
1. Press the switchhook (or press Flash on your speakerphone) and dial ✱95. You will hear a confirmation tone.
2. Hang up. The call is now on hold.
3. To take the call off hold, lift the handset.

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 from your telephone by Call Forward, 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.

To Forward a Call
1. Dial ✱91. You will hear a confirmation / dial tone.
2. Dial the five-digit extension to which calls are to be forwarded. You will hear a confirmation tone. Hang up.
3. To deactivate Call Forward, dial ✱92. You will hear a confirmation tone.

To check the status of Call Forward, dial ✱91. You will hear a Fast-Busy tone if your calls are being forwarded or a confirmation / dial tone if your calls are not being forwarded.

To verify the telephone number to which calls are being forwarded, dial your own telephone number from your own telephone. If Call Forward is activated, your call will be forwarded to the target telephone number you have entered. If it is not, try to activate the feature again.

Note: If you have the Busy / No Answer feature (see page 8) and Call Forward is not activated, calls will be forwarded to the target number of the Busy / No Answer feature.
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. Note: One or both of the other two parties must be at an extension on the NUIT Network.

To Transfer a Call

1. Advise the calling party that you are going to transfer the call.
2. Quickly press and release the switchhook (or press Flash on your speakerphone). You will hear a confirmation / dial tone.
3. Dial the new telephone number. The phone will ring.
4. When the person answers, announce the call.
5. Hang up to transfer the call.

To Set Up a Three-Way Conference

1. Quickly press and release the switchhook (or press Flash on your speakerphone) to place your original call on hold. You will hear a confirmation / dial tone.
2. Dial the third party’s telephone number. The phone will ring.
3. After third party answers, quickly press and release the switchhook (or press Flash). All three parties are connected.

Ring Again

If you call another NUIT Network extension on the same campus and get a busy signal, 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. Dial the five-digit extension number.
2. If you hear a busy signal, quickly press and release the switchhook (or press Flash on your speakerphone). You will hear a confirmation / dial tone.
3. Dial *90. You will hear a confirmation tone. Hang up. When the busy extension becomes free, you will hear distinctive ringing. Note: You must lift the handset within a certain time after the phone rings or the call is canceled.
4. Lift the handset. The phone rings and the person being called answers.
5. To deactivate Ring Again, dial *90. Hang up when you hear a confirmation tone.
When you are on the telephone, the Call Waiting tone 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 also alternate between the two callers.

If you want to place a call and do not wish to be interrupted while you are on the line, you can deactivate Call Waiting temporarily. Once you hang up, Call Waiting is reactivated.

To Use Call Waiting

You are on an established call and hear the Call-Waiting tone.
1. Inform the other party that you are going to place them on hold.
2. Quickly press and release the switchhook (or press Flash on your speakerphone). You are connected to the second call; the first call is placed on hold.
3. To return to the first call, quickly press and release the switchhook (or press Flash on your speakerphone). You are connected to the first call and the second party is placed on hold.
4. To deactivate Call Waiting, dial *70. You will hear a confirmation / dial tone. Place the call. When you hang up, Call Waiting is reactivated.
OPTIONAL TELEPHONE FEATURES

NUIT can provide a number of optional features for single-line telephones upon request. These include Call Forward—Busy / No Answer, Call Pickup, Intercom, 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 telephone are forwarded to a NUIT telephone number of your choice. With Call Forward—No Answer, calls made to your number are forwarded after three to four rings to a NUIT telephone number of your choice.

Call Pickup

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

To Pick Up a Call

1. Lift the handset when you hear ringing from another telephone in your Call Pickup group. You will hear a dial tone.
2. Dial ∗93. The call is connected 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. You will hear a dial tone.
2. Dial # and the one- or two-digit number of the Intercom group member you want to reach.

Message Waiting

When there is a message waiting to be retrieved from your NUIT voice mailbox, a distinctive “stutter” tone alerts you when you lift your telephone handset.

To Retrieve a Voice Mail Message

1. Lift the handset. You will hear a “stutter” tone.
2. Dial 7-7777 (Evanston campus) or 3-5555 (Chicago campus) to reach the NU voice mail system.
3. Follow the instructions for retrieving your message.
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 list is unique to your telephone. The quantity of Speed Call numbers you can add depends on whether you have a short or long Speed Call list assigned to your telephone. If you have a short list, you can store up to ten numbers. If you have a long list, you can store up to 70 numbers.

**To Store a Speed Call Number**
1. Lift the handset. You will hear a dial tone.
2. Dial *99 if you have a short Speed Call list, *98 if you have a long list. You will hear a confirmation / dial tone.
3. Dial the Speed Call code (0 - 9 if you have a short Speed Call list, 00 - 69 if you have a long list) against which the telephone number is to be stored and identified.
4. Dial the telephone number to be stored.
5. Press #. You will hear a confirmation tone. Hang up.
   • Repeat above steps to store more numbers.

**To Use a Speed Call Number**
1. Lift the handset. You will hear a dial tone.
2. Press *, then the Speed Call code assigned to the stored telephone number.

**To Change a Speed Call Number**
1. Lift the handset. You will hear a dial tone.
2. Dial *99 if you have a short Speed Call list, *98 if you have a long list. You will hear a confirmation / dial tone.
3. Dial the Speed Call code for the stored number you want to change.
4. Dial the new telephone number to be stored.
5. Press #. You will hear a confirmation tone. Hang up.

**To Delete a Speed Call Number**
1. Lift the handset. You will hear a dial tone.
2. Dial *99 if you have a short Speed Call list, *98 if you have a long list. You will hear a confirmation / dial tone.
3. Dial the Speed Call code by which the number is stored.
4. Press #. You will hear a confirmation tone. Hang up.
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Hold: Press switchhook (or press Flash on speakerphone), dial *95, hang up.
   To take off hold, lift handset.

Call Forward: Lift handset, dial *91 + number to which calls will be forwarded.
   To cancel, dial *92.

Call Transfer: Press switchhook or Flash, dial number, announce call, hang up.

Three-Way Conference: Call first party, press switchhook or Flash, call second
   party. Announce call, press switchhook or Flash. All parties are connected.

Ring Again: If you get a busy signal, press switchhook or Flash, dial *90, hang up.
   When recipient’s line is available, your phone rings. To cancel, dial *90.

Last-Number Redial: Lift handset, dial # #.

Call Waiting: Press switchhook or Flash, talk to incoming party.
   Press switchhook or Flash to return to original party.

Call Pickup: Lift handset, dial *93. The call is connected to your telephone.

Intercom: Dial # and the one- or two-digit number you want to reach.

Message Waiting: Lift handset. At the “stutter” tone, dial 7-7777 (Evanston)
   or 3-5555 (Chicago) and follow voice mail instructions.

Speed Call: To store a number, dial *99 or *98, dial the Speed Call code,
   then the telephone number to be stored. Press #, hang up.

   • To use a stored number, press *, then the assigned Speed Call code.

   • To change a number, dial *99 or *98, the Speed Call Code, and the new
     number to be stored. Press #, hang up.

   • To delete a Speed Call number, dial *99 or *98 and the Speed Call code.
     Press #, hang up.