Telephone System Information for New Faculty

This document will explain how to:

- Answer Multiple Calls
- Use the Hold Feature
- Transfer Calls
- Forward Calls
- Join Calls
- Conference Calls

**Softkeys** are the buttons which appear under different options on display screen. If you do not see the option you want on your display screen, press the *MORE* softkey.

**Malicious or Threatening Call ID (enables us to easily find the call)**
1. If you receive a malicious or threatening call (such as a bomb threat) Press the MORE softkey
2. Press the MICID softkey

**Answering Multiple Calls**
1. While on a call you will hear a beep from the handset
2. Press **ANSWER** softkey
3. The 1st caller is automatically placed on hold (the caller on hold will be flashing on display screen and the hold button will be flashing)

**Switching Back & Forth Between Calls**
1. Use the arrow button to highlight the caller you wish to speak with
2. Press **HOLD** softkey
3. The selected call is resumed and the other call is put on hold
4. To end a call press the **ENDCALL** softkey

**Hold**
1. Press the **HOLD** softkey
2. To retrieve a call on hold press the **RESUME** softkey
3. To make another call after placing 1st caller on hold, press the **NEWCALL** softkey
4. If multiple calls are on hold, use the arrow key to highlight the caller you wish to speak with, then press **HOLD** softkey

**Joining Two Calls (while one call is on hold and one call is active)**
1. Press the arrow button to highlight the caller on hold
2. Press the **MORE** softkey
3. Press the **JOIN** softkey
Transferring Calls (announced and unannounced)
1. Press the **TRANSFER** softkey
2. Dial the number you want to transfer the call to
3. Press the **TRANSFER** softkey to complete the transfer or when the party answers, you can announce the call and then press the **TRANSFER** softkey to complete the transfer
4. Hang up

To Return to Original Caller if 3\(^{rd}\) Party is not Answering
1. Press the **ENDCALL** softkey
2. Press the **RESUME** softkey

Forwarding All Calls (allows you to forward all calls to voicemail or another extension—your phone will not ring at your desk)
1. Press the **CFWDALL** softkey—Enter voicemail number 6800 to send all calls to voicemail
    Or
2. Enter the extension number you wish to send all calls to
3. A small arrow will be flashing in the upper right corner of your display screen and the number where you forwarded your phone to will be displayed on your screen

Cancel Call Forwarding
1. Press the **CFWDALL** softkey

Conference Calls (up to 6 parties)
1. While you are on a 2-party call
2. Press the **MORE** softkey
3. Press the **CONF RN** softkey (you will hear dial tone)
4. Dial the 3\(^{rd}\) person you want to conference with (either an extension or outside number)
5. Press the **CONF RN** softkey to connect all 3 parties
6. Repeat to add additional lines
7. If a party is not available or line is busy—Press the **END** softkey
8. Press the **RESUME** softkey to return to last connection—continue

Call Pickup (to answer a call in your pickup group)
1. Lift handset—Press **PICKUP** softkey