



## Single Line, Analog Telephone Instructions

This guide is provided by ITS; contact the ITS Helpdesk with questions at 832-6570.

<b>Internal Calling</b>	Lift handset ... hear dial tone ... dial four-digit extension number.
<b>External Calling</b>	Lift handset ... hear dial tone ... dial outside access code ( 9 ) ... hear dial tone ... dial full telephone number.
<b>Call Transfer</b> Transfer a call	Depress and release switchhook <sup>3</sup> (first call is placed on temporary hold) ... hear special dial tone ... dial number <sup>1</sup> ... announce call in private ... hang up.
<b>3 Way Calling</b> Add a third party to a call	Depress and release switchhook <sup>3</sup> (first call is placed on temporary hold) ... hear special dial tone ... dial number <sup>1</sup> ... announce conference ... depress switchhook again ... begin conversation.
<b>Consultation Hold</b> Talk privately with a third party	Depress and release switchhook <sup>3</sup> (first call is placed on temporary hold) ... hear special dial tone ... dial number <sup>1</sup> ... converse ... when conversation is complete and third party hangs up, depress and release switchhook and original call is reconnected.
<b>Call Hold</b> Place a call on hold	Ask caller to hold ... depress and release switchhook <sup>3</sup> ... hear special dial tone ... dial ( # 4 ) ... hear confirmation tone followed by dial tone ... leave handset off the hook to keep call on hold, or dial another number immediately.  <i>To reconnect:</i> Hang up handset ... when phone rings, lift handset to resume conversation.
<b>Call Pick Up</b> Answer a ringing phone in your group	<i>To pickup from an idle phone:</i> Lift handset ... hear dial tone ... dial ( * 7 ) ... the incoming call is now connected to your line ... begin conversation
<b>Call Forwarding Variable</b> Set incoming calls to ring at a different number	<i>To activate:</i> Lift handset ... hear dial tone ... dial ( * 2 ) ... hear second dial tone ... dial extension where calls will be forwarded to ... hear confirmation tone followed by ringing or busy ... if number answers ... announce that you are forwarding your calls ... if no answer or busy ... hang up ... your calls will be forwarded <sup>2</sup> (Call Forwarding-Variable overrides Call Forward Busy/No Answer and Hunting)  <i>To cancel:</i> Lift handset ... hear dial tone ... dial ( # 2 ) ... wait for confirmation tone ... hang up
<b>Speed Call</b> Reach frequently called numbers by dialing a code	<i>To program or change:</i> Lift handset ... hear dial tone ... dial ( * 1 ) ... hear second dial tone ... dial the single-digit code (2-7) ... dial the number you wish to store ... listen for confirmation tone ... hang up. The number is now stored. (If storing a number outside the system, make sure to dial 9 + the number you wish to store.)  <i>To use:</i> Lift handset ... hear dial tone ... dial the single-digit list code (2-7) dial ( # ).

**Note 1:** If third party doesn't answer or line is busy, depress and release switchhook once to be reconnected to original party.

Depress and release switchhook again to eliminate busy signal or ringing tone.

**Note 2:** When forwarding to an outside number and you receive a busy or no answer, repeat the procedure within 2 minutes to complete.

**Note 3:** The TMX Black Speakerphone is equipped with a FLASH key for conference/transfer and a HOLD key to place calls on hold.

## Telephone Terms:

Handset

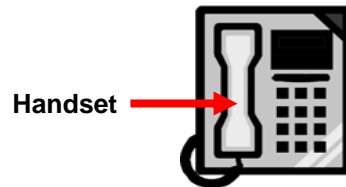
The handheld device used to listen to and speak into the phone.

Switchhook

Located beneath the handset; the button the handset rests on when not in use. (Some phones are programmed with a **Flash**, **Recall** or **Link Button**. This button is used in place of the switchhook.)

Depress Switchhook

To press down on the switchhook completely and then release immediately to obtain special dial tone.



## Tone or Signal:

Dial Tone

A steady tone that indicates it is okay to dial

Special Dial Tone

Three short burst of dial tone followed by a steady dial tone which signifies that you have depressed switchhook properly and may now dial

Busy Tone

Called number is busy

Fast Busy Tone

Access is restricted due to busy circuits or feature is not available

Confirmation Tone

Two short bursts of tone followed by silence. When you hear confirmation tone, you may proceed to next step.