



Single Line Telephones

Instructions for Single Line Telephones

(Can be used with Norstar telephones by using the link button instead of switchhook or the tap button).

CALL FORWARD: Lift receiver from cradle; dial 20; special dial tone is heard, dial number to which calls are to be forwarded; confirmation tone is heard. Hang up the receiver. (Optional feature). **TO**

CANCEL: Lift receiver from cradle, dial tone is heard. Dial 30, confirmation tone is heard. Hang up the receiver.

CALL PARK: If a call needs to be placed on hold or park, advise the other party that you are going to place them on hold. Press the switchhook or tap button, special dial tone is heard. Dial the call park or hold activation code 21, confirmation tone is heard. Hang up the receiver. **TO RETRIEVE:** From any telephone, lift the receiver from the cradle; dial the call park retrieval code 31, confirmation tone is heard. Dial the telephone number the call was parked or held on to automatically reconnect the call.

CALL PICK-UP: When another telephone is ringing you may answer by picking up the receiver and dialing 27. This permits the incoming call to be transferred to your telephone. The telephone numbers must be put in a call pick up group for this feature to work. (Optional feature).

CALL TRANSFER: Advise the calling party that you are going to transfer their call. Press the switchhook or tap button, special dial tone is heard. Dial the telephone number you are transferring the call to, when it rings, hang up the receiver. If the line is busy, press the switchhook or tap button twice, to return to the original caller. This feature should also be used when you receive a call that is for the wrong number, advise the calling party that you will connect them to campus information, then press the switchhook or tap button special dial tone is heard, then press 0, when it rings, hang up the receiver.

CALL WAITING: When the call waiting tone is heard during conversation, press the switchhook or tap button. The first call will be put on hold, and you will be connected to the incoming call. Press switchhook or tap button to alternate between callers or disconnect the current call by replacing the receiver in the cradle. A ringback tone is heard, lift the receiver to converse with the caller. (Optional feature). This feature is not recommended for use by departments. If you are unable to leave the call you are on to answer the second call, the second caller will receive a ring as if there is no one available to answer the telephone. The second caller will not receive a busy signal.

CALLER ID: Caller ID is available on campus. To block your number from appearing on other Caller ID systems, key the star (*) button, then dial 6 7, before placing a long distance call or a call to Macomb.

CALLER LINE TRAPPING (CLT): When receiving an obscene, harassing or nuisance call, press the switchhook or tap button, listen for special dial tone, then dial 99. Hang up the receiver. The caller's number will print on a print-out in the Office of Public Safety.

CONSULTATION HOLD: Please advise the calling party that you are going to place them on hold. Press the switchhook or tap button, a special dial tone is heard, dial the telephone number of the party that you wish to consult with. Consult privately with that telephone number, and allow that telephone number to hang up. Within seconds of the telephone number hanging up, you will automatically be reconnected to the original caller.



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MEET-ME-CONFERENCE: The "meet me conference" feature enables you to have up to 30 people on the line at one time. **You must call the campus operator to be assigned a conference telephone number.** See specific instructions under Conference Calls.

PERMANENT HOLD: To place an existing call on hold, advise the calling party you are going to place them on hold, then press the switchhook or tap button, a special dial tone is heard, dial 25, then hang up the receiver. To reconnect to your call, lift the receiver. The party will automatically be there.

RING AGAIN: When you receive a busy signal for an on campus number, press the switchhook or tap button, a special dial tone is heard. Dial 26, confirmation tone is heard. Hang up the receiver. When the line is free, the user's telephone rings, and the call is placed automatically when the receiver is lifted. **TO CANCEL:** Lift receiver, dial 26, confirmation tone is heard. Hang up receiver.

SPEED CALLING To program or change local numbers: lift receiver, dial tone is heard. Dial 24, special dial tone is heard. Dial the two digit code (00-69) by which the number is to be stored and identified. Dial the telephone number to be stored and the pound (#) button, confirmation tone is heard. Hang up the receiver. To program or change long distance numbers: lift receiver, dial tone is heard. Dial 24, then dial the two digit code (00-69) by which the number is to be stored and identified. Then dial 1, star (*), your authorization code, then star (*), the area code, then dial the seven digit number and the pound (#) button. A confirmation tone is heard. Hang up the receiver. To program or change collect or calling card numbers: Lift receiver, dial tone is heard. Dial 24, special dial tone is heard. Dial the two digit code (00-69) by which the number is to be stored and identified. Then dial 7, plus 0, the area code and the seven digit number and the pound (#) sign. A confirmation tone is heard. Hang up the receiver. To program or change an 800 number: Lift receiver, dial 24, then the two digit code (00-69) by which the number is to be stored and identified. Then dial 7 and 800 and the seven digit number and the pound (#) sign. A confirmation tone is heard. Hang up the receiver. **TO USE:** Lift receiver, dial tone is heard. Dial the star (*) button, then the two digit code (00-69) assigned to the stored number. **TO DELETE:** Lift receiver, dial tone is heard. Dial 24, special dial tone is heard, then dial the two digit code (00-69), the one that is being canceled. Confirmation tone is heard, press the pound (#) button, then hang up the receiver.

STATION CONTROL CONFERENCE: This feature enables you to establish a conference call consisting of **three to six parties** without the assistance of an operator. See Conference Calls for specific directions.

THREE WAY CONFERENCE: Advise the calling party that you are going to place them on hold, then press the switchhook or tap button. After the special dial tone is heard, dial the third party's telephone number. After the call is answered, press the switchhook or tap button again. Now all three parties are connected. If a busy signal or no answer is received when the third party's telephone number is dialed, press the switchhook or tap button twice to return to the original call.