

## UIS BASIC TELEPHONE FEATURES DESCRIPTION LIST

The basic features on every line are: Call Hold, Call Transfer, Conference Calling, Automatic Call Back, Call Forwarding, Speed Dialing, and Distinctive Ringing. Optional features available include: Call Pickup, Call Waiting, Authorization Codes, and Voice Mail. Your telephone provides simple and convenient access to some or all of these features.

### FEATURES

All lines are equipped with the following basic features:

- A. Call Transfer:** Used to transfer a call to another Harvard extension.
- B. Call Hold:** Used to place a connected call on hold. Other calls can be made using the same line while a call is on hold **if you have a 2-line analog set or if you are using an ISDN set.**
- C. Speed Dial:** Used to create a directory of frequently called numbers. The standard is a 6 number list, but 30 number lists are available on request.
- D. Call forward Variable:** Used to forward your line to another line within the Harvard system **or to an off campus number, such as a wireless phone (if allowed by class of service). Additional charges may apply.**
- E. Automatic Callback Calling:** Used to automatically connect to a previously dialed number which was busy.
- F. Distinctive Ringing:** Used to distinguish ringing lines of calls inside/outside of the University. (Note: If ordering a line for modem use, you should drop this feature from the line).
- G. Conference Calls:** Used to create a three-way conference call.

# **INSTRUCTIONS FOR USING ANALOG TELEPHONE FEATURES**

## **A. Authorization Code Calls**

Dial 9 + telephone number  
Listen for beep  
Dial 7-digit authorization code

## **B. Account Code Calls**

Dial \*4  
Listen for two beeps  
Dial 5-digit account number  
Dial 9 + telephone number

## **C. Call Hold**

Press Recall (see note)  
Dial 75- Wait for confirmation tone  
Do not replace handset

## **D. Automatic Call Back**

Dial Harvard Extension (receive busy signal)  
Press recall (see note)  
Dial 76  
Listen for confirmation tone (3 beeps)  
When line is free, your line will ring

**To cancel: Dial 77**

## **F. Transfer Calls**

Press recall (see note)  
Dial Harvard extension  
Announce call (optional)  
Replace handset (connects two parties)  
If call is refused, busy or no answer  
Press Recall button twice

## **G. Conference Calls**

While on first call  
Press recall (see note),  
Dial and establish second call

Announce conference call  
Press recall and all three (3) parties are connected.  
If busy or no answer,  
Press recall button twice

## **H. Call Forward**

### **Activate:**

Dial 72

Listen for second dial tone

Dial Harvard extension

Listen for confirmation tone (3 beeps)

Deactivate:

Dial 73

## **I. Call Pick-up**

Press \*# (star, pound)

## **J. Speed Dialing**

*To create 6-number list:*

Dial 79 (access code)

Dial 2-7 (storage code)

Dial telephone number to be stored

Listen for confirmation tone (3 beeps)

### ***OR***

*To create 30-number list:*

Dial 78 (access code)

Dial 20-49 (storage code)

Dial telephone number to be stored

Listen for confirmation tone (3 beeps)

To use:

Dial storage code (2-7 **or** 20-49)

Then press #

## **K. Call Waiting**

Hear call waiting tone while on call:

Press recall (see note), Pause,

Press # key

### **OR**

Dial 75 (will be connected to second call)

To return to first call:

Press Recall (see note)

Dial 75

To suspend Call Waiting

Before placing a call

Dial \* 70

To suspend Call Waiting while on a call

Press Recall and dial \*70.

Then press Recall to return to original call

## **L. Block Caller ID**

(on a per call basis)

Dial \* 67 before placing call

**To Deactivate** (if you have a permanent blocking)

Dial \* 82

**Note:** Most single line sets on campus are equipped with a Recall (link, flash, or tap) button which is used to access features. If your phone does not have a Recall button, the **switchhook** is used to activate the feature.