

## 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 ISDN TELEPHONE FEATURES

## On ISDN line telephone sets:

### A. **MANUAL EXCLUSION FEATURE**

The manual exclusion feature prevents others from accessing your telephone line when it resides on another user's phone.

#### **To activate:**

Place call

Press MX button (green light will illuminate)

#### **To deactivate:**

Depress MX button (green light will go out)

### B. **CALL PICKUP FEATURE**

This feature allows you to instantly answer incoming calls to other stations within your immediate work area. It is not **necessary to leave your station to retrieve calls.**

#### **To activate:**

Lift handset and press (\*)

### C. **CALL FORWARDING VARIABLE (WITHIN HARVARD)**

This feature allows you to immediately forward calls to another telephone line within the Harvard system. Your telephone will not ring prior to being forwarded to an **alternate line.**

#### **To program:**

Lift handset

Dial \* 87

Wait for secondary dial tone

Dial 5-digit extension

Press (#) sign

Listen for confirmation tone

#### **To activate:**

Depress CFV button (The green light will remain lit).

#### **To deactivate:**

Depress CFV button (The green light will go out).

#### D. INITIATE CALL PRIORITY

This feature overrides the call forwarding variable feature.

It allows one to transfer a call to an extension that has been forwarded elsewhere.

**To activate:**

Lift handset

Depress IPC button

wait for confirmation tone

Dial 5-digit extension

#### E. INTERCOM FEATURE

You can reach a member of a predetermined group members by dialing a 2-digit code rather than a five-digit extension.

**To activate:**

Lift handset

Depress intercom button

Dial 2-digit intercom number

You will be connected to the call.

**To deactivate:** Hang up.

#### F. AUTHORIZATION CODE CALLS

Dial 9 + telephone number

Listen for beep

Dial 7-digit authorization code

#### G. ACCOUNT CODE CALLS

Dial \*4

Listen for two beeps

Dial 5-digit account number

#### H. TRANSFER CALLS

Press transfer button

Dial 5-digit extension

Announce call and press transfer button again

Call will be released from your set.

Hang up

## **I. Call Hold**

To place a call on hold:

Press Hold button

To reconnect with caller,

Press Hold button again

## **J. Conference Calls**

While on first call

Press Conference button,

Dial and establish second call

Announce call

Press Conference button and all three (3) parties are connected.

## **K. Block Caller ID**

To block Caller ID (on a per call basis)

Dial \* 67 before placing call

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

Dial \* 82 (before placing the call)