

# Single-Line Telephone Set Feature Instructions

**Note:** FLASH, RECALL, TAP, & R buttons all perform the same function. Any single-line set without one of these buttons will need to use the switch hook button instead.

## Automatic Call Back or Return Call:

Feature that will have the phone system alert you, by calling you back, when a busy extension becomes free or when a party returns to their office.

### To activate this feature for a busy extension:

1. While listening to a busy signal, depress the [FLASH/RECALL] button. *Hear the recall dial tone.*
2. Dial star (\*) five (5). *Hear the confirmation tone.*
3. Hang up.

#### Note:

- If you hear a reorder or fast busy tone, you either have another Automatic Callback active or someone else has previously activated the feature to the same number and is awaiting callback.
- If you are on a call when the system calls you back, you will receive three beeps. You have 15 seconds to take the call before it is automatically canceled.

### To activate this feature for an unanswered extension:

1. While listening to the ring, depress the [FLASH/RECALL] button. *Hear the recall dial tone.*
2. Dial star (\*) five (5).
3. Hang up.

#### Note:

- If you hear a reorder or fast busy tone, you either have another Automatic Callback active or someone else has previously activated the feature to the same number and is awaiting callback.
- If you are on a call when the system calls you back, you will receive three beeps. You have 15 seconds to take the call before it is automatically canceled.
- The next time the called party uses his or her phone, you will be called back when the called party hangs up.

### When You are Called Back:

1. Listen for three short rings.
2. Lift the receiver and hear ringing.
3. Wait for answer.

**Note:** If you hear a short busy signal followed by a confirmation tone, the extension you called became busy before you answered. Hang up and your Automatic Callback will be reactivated.

### To Cancel:

1. Listen for dial tone.
2. Dial pound (#) fifty-five (55). *Hear a confirmation tone.*
3. Hang up.

## Call Forwarding/All Calls

To have all your incoming calls ring at another phone.

### To Activate:

1. Listen for dial tone.
2. Dial star (\*) two (2). *Hear dial tone.*
3. Dial the extension you want to forward your calls to. *Hear confirmation tone.*
4. Hang up. *Your calls will be forwarded.*

**Note:** You must cancel Send All Calls, if it is active, for forwarding to operate.

### To Cancel:

1. Listen for dial tone.

2. Dial pound (#) twenty-two (22). *Hear confirmation tone.*

3. Hang up.

**Notes:** You do not have to cancel existing forwarding in order to change either the forwarding destination or type of forwarding and destination.

## Call Forwarding/Busy & Don't Answer

To have your incoming calls ring at another phone when your line is either busy or does not answer after 3 rings.

### To Activate:

1. Listen for dial tone.

2. Dial star (\*) three (3). *Hear dial tone.*

3. Dial the extension you want your calls forwarded to. *Hear a confirmation tone.*

4. Hang up. *Your calls will be forwarded.*

**Note:** You must cancel Send All calls, if it is active, for forwarding to operate.

### To Cancel:

1. Listen for dial tone.

2. Dial pound (#) twenty-two (22). *Hear a confirmation tone.*

3. Hang up.

**Note:** You do not have to cancel existing forwarding in order to change either the forwarding destination or type of forwarding and destination.

## Call Hold

To place a call on hold.

### To Hold a Call:

1. Depress the [FLASH/RECALL] button. *Hear a recall dial tone.*

2. Dial star (\*) four (4). *Hear dial tone.*

3. Lay the receiver down. DO NOT HANG UP.

### To Call Another Party While you Have a Call on Hold:

1. Depress the [FLASH/RECALL] button. *Hear a recall dial tone.*

2. Dial star (\*) four (4). *Hear dial tone.*

3. Dial the 3rd Party.

### To Alternate Between Parties:

1. Depress the [FLASH/RECALL] button. *Hear the recall dial tone.*

**Note:** Your present call is put on hold and the previously held call is returned to your line unless the party has hung up. If the party has hung up, you will receive dial tone. Hang up and your phone will ring back with three short rings. Answer to be connected to the remaining party.

### To Return to a Held Call

1. Hang up.

2. Your phone will ring with three short rings. *Answer and resume your conversation.*

**Note:** The present party (if any) is disconnected and your phone will ring back if the held party is still holding. If your phone rings back but with one or two rings instead of three short rings you are receiving a new call.

## Call Pick-Up

To answer a ringing phone in your Pick-up Group. (This feature needs to be requested through your coordinator).

### To Pick up a Call Ringing in Your Pick Up Group from an Idle Phone:

1. Listen for dial tone.

2. Dial star (\*) seven (7).

**Note:** If you receive a busy signal, the calling party hung up, someone else picked up the call, or the ringing phone is not in your Pickup Group.

### **To Hold Your Call in Progress and Pick Up a Call Ringing in Your Pick Up Group:**

1. Depress the [FLASH/RECALL] button. *Hear a recall dial tone.*
2. Dial star (\*) four (4). Hear dial tone.
3. Dial star (\*) seven (7).

**Note:** Your present call is put on hold and the incoming call is put through unless someone else either picked it up or the calling party hung up. In either of these cases, you will receive a busy signal. Hang up and your phone will ring back if the held party is still holding. If your phone does not ring back, your party hung up while waiting.

### **To Alternate Between Your Call on Hold and the Call From Your Pick Up Group:**

1. Depress the [FLASH/RECALL] button. *Hear a recall dial tone.*
2. Dial star (\*) four (4).

#### **Note:**

- Your present call is put on hold and the previously held call is returned to your line unless the party has hung up. If the party has hung up, you will receive Dial Tone. Hang up and your phone will be rung backup with three short rings with the remaining party.
- If you did not dial (\*4) before (\*7) when you put your original call on hold, you will get a 3-way conference with the two parties after you depress [FLASH/RECALL]

### **To hang up with the call from your Pick Up Group and return to your call on hold:**

1. Hang up.
2. Your phone will ring with three short rings. *Answer and resume your conversation.*

**Note:** The present party (if any) is disconnected and your phone will be rung back if the held party is still holding. If your phone rings back but with one or two rings instead of three short rings, you are receiving a new call.

## **Call Coverage**

To redirect your calls to another answer point.

### **Busy/Don't Answer Coverage:**

- For use if your line is busy or if you do not answer your phone.
- If activated by your NTS Coordinator, your calls will automatically be redirected to your first available coverage point after a specified number of rings and/or (depending on Coordinator's specifications) if your line is busy. The standard call coverage path redirects your calls to voice mail if your line is busy or is unanswered for 3-4 rings.

### **To Send All Calls to Coverage:**

1. Listen for dial tone.
2. Dial star (\*) eight (8). *Hear a confirmation tone.*
3. Hang up. *All of your calls will be redirected to your first available Coverage Point*

### **To Cancel:**

1. Listen for dial tone.
2. Dial pound (#) eighty-eight (88). *Hear a confirmation tone.*
3. Hang up.

## **Last Number Redial**

To have the system redial the last number you called.

1. Listen for dial tone.
2. Dial pound (#) seventy-three (73).
3. Wait for the number to be dialed by the system.

**Note:** Last Number Redial will not redial an Authorization Code.

## Transfer or Conference

To transfer a call or conference a third party.

### To Transfer a Call:

1. Depress the [FLASH/RECALL] button. *Hear a recall dial tone.*
2. Dial the third party. *Announce to the third party that you are transferring a call.*
3. Depress the [FLASH/RECALL] button. *Introduce the parties.*
4. Hang up.

**Note:** One of the remaining parties must be either an extension within the system or an incoming call.

### To Conference a Third Party:

1. Depress the [FLASH/RECALL] button. *Hear a recall dial tone.*
2. Dial the third party. *Announce to the third party that you are conferencing a call.*
3. Depress the [FLASH/RECALL] button. *Introduce parties and begin your conference.*

### To Drop a Third Party from a Conference:

1. Depress the [FLASH/RECALL] button.
2. The third party is released from the call.

### To drop a Busy Signal, a Ring No Answer, or Voice Mail:

1. Depress the [FLASH/RECALL] button. *Hear a busy tone/ring-no-answer/voice mail/etc.*
2. Depress the [FLASH/RECALL] button. *Continue conversation with remaining party.*

**Note:** If the party or number you dialed cannot be reached for any reason (dialing error, busy, ring-no-answer, wrong person, recording, etc.) depress [FLASH/RECALL]. If you reached a number that rings-no answer or is outside the system (an access code such as 9 was dialed) you will be reconnected with your original party along with your third party connections. If you reached an extension that was busy, the busy signal will remain. Depress [FLASH/RECALL] again to release the third party connection or extension busy signal.

## Transfer to Voice Mail:

### To transfer a call to voice mail.

1. Depress [TRANSFER]. *Hear dial tone.*
2. Dial 5-7110.
3. Wait for CallXpress to answer.
4. Dial the extension number of the desired party's mail box and immediately depress [TRANSFER].
5. Hang up.

## Abbreviated Dialing/Speed Calling:

Local/long distance telephone numbers including access codes, area codes, and international codes in your personal lists, may be dialed automatically. This feature needs to be requested by your NTS Coordinator.

### To Access Personal List 1 to Make a Call:

1. Listen for dial tone.
2. Dial star (\*) zero (0). *Hear dial tone.*
3. Dial the abbreviated dial code number (1 through 99) supplied by your NTS Coordinator.
4. Wait for answer.

### To program a number to be called using Personal List 1:

1. Listen for dial tone.
2. Dial pound (#) eighty (80). *Hear dial tone.*
3. Dial one (1). *Hear dial tone.*
4. Dial an abbreviated dial code number (1 through 99). *Hear dial tone.*
5. Dial the number to be called including appropriate access codes (such as 9 before the number to get an outside line).

6. Dial pound (#). *Hear a recall dial tone.*
7. Hang up or program the next dial code by dialing the code (1 through 99) and continuing with step number three listed above.

**To access Personal List 2 to make a call:**

1. Listen for dial tone.
2. Dial star (\*) one (1). *Hear dial tone.*
3. Dial the abbreviated dial code number (1 through 99).
4. Wait for answer.

**To Program a Number to be Called Using Personal List 2:**

1. Listen for dial tone.
2. Dial pound (#) eighty (80). *Hear dial tone.*
3. Dial two (2). *Hear dial tone.*
4. Dial an abbreviated dial code number (1 through 99).
5. Listen for dial tone.
6. Dial the number to be called including appropriate access codes (such as 9 before the number to get an outside line).
7. Dial pound (#)
8. Listen for a recall dial tone.
9. Hang up or program the next dial code by dialing the code (1 through 99) and continuing with step number three listed above.

**To Access Personal List 3 to make a call:**

1. Listen for dial tone.
2. Dial star (\*) six (6). *Hear dial tone.*
3. Dial the abbreviated dial code number (1 through 99).
4. Wait for answer.

**To Program a Number to be Called using Personal List 3:**

1. Listen for dial tone.
2. Dial pound (#) eighty (80). *Hear dial tone.*
3. Dial three (3). *Hear dial tone.*
4. Dial an abbreviated dial code number (1 through 99).
5. Listen for dial tone.
6. Dial the number to be called including appropriate access codes (such as 9 before the number to get an outside line).
7. Dial pound (#). *Listen for a recall dial tone.*
8. Hang up or program the next dial code by dialing the code (1 through 99) and continuing with step number three listed above.

**Note:** Your coordinator determines the dial code numbers available to you. For all numbers except International Numbers, an Authorization Code may be programmed after entering a telephone number by dialing the Authorization Code immediately after entering the number, but before going to step number four listed above.