

**The Calling Features** listed below are the most frequently used for **single line telephones**, and can be activated by dialing the appropriate feature code. Some of these features are included with monthly service; some have additional costs. Please check with your department Area Telecommunications Representative (ATR) to verify which features are assigned to your telephone. For more detailed information, consult the Telephone User Guide that came with your service. If you need a Single Line User Guide, you may obtain a PDF copy here: <http://cr.ucdavis.edu/commsrv/voice/SingleLineUGWeb.PDF>. If you have a multiline phone, and don't have a User Guide, you may obtain a PDF copy here: <http://cr.ucdavis.edu/commsrv/voice/CentrexMultiLineUGWeb.pdf>.

Follow the Dialing Instructions on Page 10 whenever "Dial Number" is noted in the feature description

When you are on a call, you must push the FLASH button before dialing the feature code. The FLASH process holds one call aside and gives you dial tone, thus enabling you to activate a feature.

**To FLASH:**

1. Press switchhook LINK or FLASH key
2. Hear special dial tone
3. Dial feature code or phone number

**CALL FORWARD BUSY\* (Campus Only)**

When your line is busy, Call Forward Busy will automatically forward your calls to a campus telephone number designated by you. Calls will remain forwarded to the same number until you deactivate the feature or reprogram it to have calls forward to another number. Call Forward Busy is typically used with campus voice mail.

**To activate:** lift handset, press \*50, dial number where call will be forwarded.

**To deactivate:** lift handset, press \*60.

**CALL FORWARD DON'T ANSWER\* (Campus Only)**

After three rings, Call Forward Don't Answer forwards your unanswered calls to a campus telephone number designated by you. Calls will remain forwarded to the same number until you deactivate the feature or reprogram it to have unanswered calls forwarded to another number. Call Forward Don't Answer is typically used with campus voice mail.

**To activate:** lift handset, press \*51, dial number where call will be forwarded.

**To deactivate:** lift handset, press \*61.

**CALL FORWARD UNIVERSAL**

Call Forward Universal forwards your calls to an on or off-campus telephone number programmed by you. When activated, Call Forward Universal overrides other Call Forward programming: when you are on the phone, callers will hear a busy signal.

**To activate:** lift handset, press \*70, dial number where call will be forwarded.

**To deactivate:** lift handset, press \*80.

**CALL PARK**

Parks a call on your own number so you can retrieve it from another campus telephone. This feature is typically used when you need to look up information away from your office in order to complete a call (in a lab or storeroom, for instance).

**To park:** FLASH, press \*75.

**To deactivate:** press \*85, dial your own campus telephone number.

**CALL PARK - DIRECTED**

Parks a call on a specified campus number so it can be retrieved from any campus telephone. Directed Call Park is especially useful in areas where a paging system exists because it enables you to direct calls to a specific number.

**To park:** FLASH, press \*76, dial campus number where call is to be parked.

**To retrieve:** press \*85, dial number where call is parked.

**CALL PICKUP**

Call Pickup enables you to answer another person's ringing telephone from your own telephone. You are assigned to a Call Pickup Group by your department.

**To activate:** lift handset, press \*93.

**CALL WAITING**

When on a call, a short tone alerts you that another call is waiting. You may interrupt your current call and respond to the waiting call by placing your first call on Hold Plus.

**To respond:** FLASH, press \*91.

**To return to original call:**

FLASH, press \*91.

*You may alternate between calls by FLASHING and pressing \*91. When either party hangs up, press \*91 to return to the remaining call.*

**CALL BLOCKING COMPLETE**

Call Blocking Complete conceals your telephone number on all outgoing calls. **This is an optional feature.** You may deactivate Call Blocking Complete on a per-call basis.

**To deactivate:** lift handset, press \*82, dial number.

**CALL BLOCKING SELECTIVE**

Call Blocking Selective allows you to conceal your telephone number on a per-call basis. All campus telephones have this feature.

**To activate:** lift handset, press \*67, dial number.

**SIX (6) - WAY CONFERENCE**

Establishes a conference with up to five other participants. **This is an optional feature.**

**To activate:**

1. While on a call, FLASH (hear special tone).

2. Press \*74.

3. FLASH (hear special tone).

4. Dial telephone number of third party.

a. If the party answers, you may speak privately with the third party.

b. If you hear a busy signal, or no one answers, FLASH and press \*74 to return to original call.

5. FLASH (hear special tone).

6. Press \*74.

The conference now includes you and two other parties. Repeat steps 3-7 to add additional parties.

**To exit conference:** Press hold.

If you encounter a busy signal or no answer, press FLASH, then press \*74 to return to the conference.

Participants will hear a tone when a person enters or leaves the conference. If you drop out of the conference, it can continue as long as one of the participants is on a campus telephone.

**CONSULT ANOTHER**

Consult Another allows you to place one call on hold while you make another call. When your second caller hangs up, you automatically return to the original call.

**To activate:** FLASH, dial campus number.

**To return to original call:** FLASH twice.

**GROUP INTERCOM**

Group Intercom is designed for individuals in a designated group to speed call each other. Each member of the intercom group is assigned a two-or-three-digit number. When this number is dialed, a distinctive ring is heard. Group Intercom calls will not Call Forward. Your ATR will be able to identify your Group Intercom Group and provide you with Group Intercom Numbers.

**To activate:** lift handset, press #, dial Group Intercom Number.

**HOLD ONLY**

Hold Only places a call on hold and allows you to return the handset to the cradle without losing the call.

**To activate:** FLASH, press \*92, hang up.

**To deactivate:** lift handset.

**HOLD PLUS**

Hold Plus holds a call within the system while you use your telephone to activate a feature or make another call.

**To activate:** FLASH, press \*91.

**To deactivate:** FLASH, press \*91.

**LAST NUMBER REDIAL**

Redials the last number dialed.

**To activate:** lift handset, press ##.

**MAKE SET BUSY**

Gives a busy signal to all incoming calls. You may still make outgoing calls.

**To activate:** lift handset, press \*71.

**To deactivate:** lift handset, press \*81.

**RING AGAIN**

Notifies you when a busy campus number is free.

**To activate:** FLASH, \*90.

**SPEED CALL - LONG LIST**

Stores thirty frequently called numbers for quick dialing. Each phone number is assigned a two-digit code.

**To store a number:** lift handset, press \*96, dial two-digit entry code, dial phone number, press #.

**To activate:** lift handset, dial \* plus two-digit entry code, press #.

**SPEED CALL - SHORT LIST**

Stores ten frequently called numbers for quick dialing. Each phone number is assigned a one-digit code.

**To store a number:** lift handset, press \*95, dial one-digit entry code, dial phone number, press #.

**To activate:** lift handset, dial \* plus one-digit entry code, press #.

**THREE (3) - WAY CONFERENCE**

Creates a conference between you and two others.

**To activate:** FLASH, dial phone number, FLASH.

**To deactivate:** Hang up.

**TRANSFER**

Allows you to transfer a call from your number to another campus number.

**To activate:** FLASH, dial campus phone number, hang up.

**To deactivate:** hear busy signal, FLASH twice to return to original call.

\*Call Forward Busy/Call Forward Don't Answer for off-campus Centrex lines cannot be programmed by user to set up these features or change them a service request must be placed through your Area Telecommunications Representative (ATR).

**Need Help?**

Ask your department's Area Telecommunications Representative (ATR). You can look up your ATR on the CR Web site: <http://cr.ucdavis.edu/>.