

## Frequently Used Calling Features

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The following features are available on many of the telephone sets in use at Furman. You may verify the availability of a specific feature on your telephone by calling Telephone Services at x3000. Instructions for using these features differ based on your specific telephone set. General instructions for the features are provided for single line and multiple line sets, though the buttons on your specific phone may differ slightly.

- Last Number Redial

Recalls and redials the last number you dialed. This feature is not available for long distance or other calls requiring your six-digit telephone code.

- Call Forward

Allows you to program your telephone so that calls to your extension will ring at another number.

- Call Hold

Allows you to hold any call.

- Call Transfer

Allows you to redirect a call to another number, and return to the caller if the number is busy or not answered.

- Call Pickup

Allows you to answer an incoming call to any extension in your call pickup group from your own telephone. Speak with your supervisor or coworkers to find out who is in your pickup group and when and if you are expected to pickup calls others than those to your extension.

- Call Waiting

Alerts you while on your existing call that you have an incoming call waiting for you. You may accept that call without terminating your original call.

- Speed Dialing

Allows you to program your telephone so that you may call frequently dialed numbers with only a few keystrokes. Speed Dialing on the Furman system will NOT enter your long distance code -- this must be done manually at each call.

- Call Park

Allows you to hold and send your current call to another extension for pickup.

Transfer a Call to Another Extension, or to a Voice Mailbox

Custom Features Set by System Administrators

The Furman system has the capability for certain extensions to "roll" to other extensions before eventually diverting incoming calls to a voice mail box. Various other workgroup features are available to enhance the flow of communications to and within a department. These features must be activated through software configuration by a telephone systems administrator. Additionally, certain multi-line sets may be configured to provide visual indication when certain other extensions are busy. If you have questions about system features which may enhance communication for your workgroup, call x3000 to speak to a telecommunications professional.

### Single Line Set

Feature	Action	Instruction
<b>Last Number Redial</b>	To Activate	Lift handset. Dial 1,89
<b>Call Forward</b>	To Activate	Pick up handset, dial #,1, hear regular dial tone, dial number calls are to be forwarded to, hang up.
	To Cancel	Pick up handset, dial #, 1, hear regular dial tone, hang up.
<b>Call Hold</b>	To Activate	Flash hookswitch, hear special dial tone. Your call is now on hold. If you hang up, your phone will ring every 60 seconds to remind you; if you do not hang up there will be no ring.
	To Return	Lift handset; or flash hookswitch if you did not hang up.
<b>Call Transfer</b>	To Activate	Flash hookswitch, hear special dial tone, dial directory number, consult privately, hang up. If there is no answer or if the directory number is busy, flash hookswitch to be reconnected to your caller.
<b>Call Pickup</b>	To Respond	Lift handset, dial 1,3, answer call.
<b>Call Waiting</b>	To Respond	During your conversation you will hear two quick beeps. To

		answer new call, flash hookswitch (first call will be put on hold), talk to incoming caller. Flash hookswitch to alternate between callers.
<b>Speed Dialing</b>	To Program (your phone only)	Pick up handset, dial #, 2, hear regular dial tone, dial speed call entry number (0-9), dial number to be recorded, hang up. Speed Dialing will not dial your six-digit Furman personal telephone code.
	To Erase	Pick up handset, dial #, 2, hear regular dial tone, dial speed entry number (0-9), press *, hang up. See instructions "to program" to insert new number.
	To Use	Pick up handset, dial #, 3, hear regular dial tone, dial speed call entry number (0-9.) Call will automatically be dialed.
<b>Call Park</b>	To Park (for retrieval on any set)	Flash hookswitch, hear regular dial tone, dial 1,71, flash hookswitch again, hang up. Call is automatically parked on your number.
	To Park (for retrieval at a specific number)	Flash hookswitch, hear regular dial tone, dial 1,71... dial number where you wish to retrieve the call, flash hookswitch, hang up.
	To Retrieve	Lift handset, dial 1,72... dial number on which call is parked

## Multiple Line Set

Feature	Action	Instruction
<b>Last Number Redial</b>	To Activate	Lift handset. Press directory number key (the key with your number on it) twice.
	...or	Lift handset. Press Last Number Redial key.
<b>Call Forward</b>	To Activate	Pick up handset, dial #,1, hear regular dial tone, dial Without lifting handset...press Forward key (flashing indicator)...dial number where calls are to be forwarded...press Forward key again (indicator goes on steadily.)
	To Cancel	Press Forward key (indicator goes off.)
	To Reinstate	Press Forward key twice (indicator goes on steadily.)
<b>Call Hold</b>	To Activate	Press Hold key. If you hang up, your phone will ring every 60 seconds to remind you; if you do not hang up there will be no ring.
	To Return	Lift handset and press directory number key, or just press directory number key if using a speaker system.
<b>Call Transfer</b>	To Activate	<p>Press Transfer key (call is placed on consultation hold)...dial number...announce caller in privacy...press Transfer key again. If number is unavailable for transfer, press directory number button to return to caller.</p> <p>If you have picked up a call for someone else, or if a call has rolled to your extension and you wish to transfer the call to the intended recipient's voice mailbox - Press Transfer key (call is placed on consultation hold)....dial 3233 for</p>

		express messaging...dial the recipient's extension followed by # -- immediately press the Transfer key again.
<b>Call Pickup</b>	To Respond	Lift handset, press Call Pickup key or dial 13, answer call.
<b>Call Waiting</b>	To Respond	During your conversation you will hear two quick beeps. To answer new call, flash hookswitch (first call will be put on hold), talk to incoming caller. Flash hookswitch to alternate between callers.
<b>Speed Dialing</b>	To Program (your phone only)	Without lifting handset...press Speed Call key (flashing indicator)...enter 1-, 2- or 3-digit Speed Call access code ...dial number to be stored...press Speed Call again (indicator goes off.) Speed Call will not enter your personal six-digit Furman telephone code.
	To Erase	Press Speed Call key...dial 1-, 2- or 3-digit Speed Call access code...press * (number is automatically erased)...press Speed Call key.
	To Use	Lift handset or press directory number key...(hear dial tone)...press Speed Call key...dial 1-, 2- or 3-digit Speed Call access code. Number is automatically dialed.
<b>Call Park</b>	To Park (for retrieval on any set)	Flash hookswitch, hear regular dial tone, dial 171, flash hookswitch again, hang up. Call is automatically parked on your number.
	To Park (for retrieval at a specific number)	Flash hookswitch, hear regular dial tone, dial 171... dial number where you wish to retrieve the call, flash hookswitch, hang up.
	To Retrieve	Lift handset, dial 172... dial number on which call is parked
<b>Conference/Consultation Hold</b>	To Activate	Press Conference key (first call is placed on consultation hold)...dial number...announce conference...press Conference key again...repeat procedure for additional conferees (up to six parties, including yourself.)