Typographical conventions

Key sequences to press are given in **bold**. 
<extn.no.> is the 4-digit extension.

R = Recall

To call the Operator

Lift the receiver and dial 0

To make an internal call

Lift the receiver and dial <extn.no.>

To make an external call

Lift the receiver, press 9 and dial the required number.

To make a private call

*It is University policy to charge for all private calls other than to local numbers.*

To make a private call dial #100 followed by the telephone number. You will be billed for the call.

Call transfer

To transfer a call press R <extn.no.>

When the extension answers, announce the call and either:
replace your receiver to transfer the call.
or
press R*1 to retrieve the call.

If the extension does not answer press R*1 to retrieve the call.

Call diversion

To divert all calls to another extension lift your receiver and dial *8 <extn.no.>

To cancel call diversion lift your receiver and dial #8

Call divert on busy or no-answer

To set call diversion to operate when your extension is busy - lift the receiver and dial *63 <extn.no.>

To set call diversion to operate when you do not answer - lift the receiver and dial *64 <extn.no.> e.g. to set diversion to voicemail when you do not answer, dial *644444.

To cancel all call diversion settings press #8

Callback

To set automatic callback on an engaged or non-answering extension.

When you wish to hold on for a response:
Press 3 and keep your handset off-hook.

The call will be connected when the other party replaces their handset.

When you do not wish to hold for a reply:
Press 6 and replace your handset.

You will be called back when the other party is available.

To cancel callback – lift receiver and dial #1

Conference calls

Dial the first number required (internal or external) and when answered add a third party by pressing: 
R <extn.no.> R *4

You now have a three party conference.

Repeat the R <extn.no.> R *4 sequence for each new member.

Pickup groups

*Pickup Groups* are set up on request by the Operator.

To answer a call to another extension in your Pickup Group press **3

Voicemail

To access your voicemail messages dial 4444 from your extension and follow the recorded instructions.

To access your voicemail from any other extension dial 4444 followed by * and your own <extn.no.> Then follow the instructions.

To access your voicemail from outside the University call 01224-274444 followed by your <extn.no.> Then follow the instructions.

For further instructions about using the Unified Messaging voicemail system, please see www.abdn.ac.uk/unifiedmessaging

Additional Information

For additional information please see http://www.abdn.ac.uk/staffnet/working-here/it-resources.php or contact the service desk (servicedesk@abdn.ac.uk).