Telephones - Conventional Analog Telephone

This guide is for University staff, getting started using analogue telephones.

Typographical conventions

− Key sequences to press are given in **bold**.

− **<extn.no.>** is the 4-digit extension.

− **R** = Recall

Making and receiving calls

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 "always"

To divert **all** calls to another extension lift your receiver and dial ***8 <extn.no. or 9 followed by an External number>**.

You will hear broken dial tone, all calls will ring the extensión number you have entered and your telephone will not ring.

To cancel call diversion "always" press **#8**.

The phone returns to a normal continuous dial tone.

Call divert on "busy" or "no-answer"

You can set either or both of the following to the same or different numbers.

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**

Conference calls

Dial the first number required (internal or external) and when answered add a third party by pressing: **R.**

You will hear a dialing tone then dial <**extn.no.**> or **9** followed by **external number.**

When the called party answers dial **R *4**

You now have a three party conference.

Repeat the **R** internal or external number **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 lift your handset and dial ***6 #**

To answer a ringing phone that is not in your pickup Group dial ****6 <extn no.>**

Voice mail

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 *****(if you are asked to enter a PIN) then 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.

Please see the **Voicemail Tab** on the telephony webpage for further details.

Additional Information

For additional information please see Telephony on Staffnet or report an issue to the IT Service Desk via https://myit.abdn.ac.uk