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.
- 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 extension 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 *444444.
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 www.abdn.ac.uk/staffnet/working-here/it-resources or log a call with the IT Service Desk via https://myit.abdn.ac.uk