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 Voice Mail Tab on the telephony webpage for further details.

**Additional Information**

For additional information please see www.abdn.ac.uk/staffnet/working-here/telephones-6042 or log a call with the IT Service Desk via https://myit.abdn.ac.uk