

# 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 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.

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## 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 [Telephony on Staffnet](#) or log a call with the IT Service Desk via <https://myit.abdn.ac.uk>