Station-User Guide For Single Line Telephones

Please note:
Not all option may work at the VIU campus.

This guide provides instructions on the use of the single-line telephone instruments in the Wilfrid Laurier University Telephone System. The information in this guide applies to the following telephone instruments:

Unity II Single Line Telephone
M8004 Single Line Telephone
M8009 Single Line Telephone
M9316 Single Line Telephone with Integrated Speakerphone and Display

For additional information, please refer to the following manuals:

Unity II Business Terminal Operation Features
Unity Featured Business Terminal User Guide
M8003 Installation and User Guide
M8004 Installation and User Guide
M8009 Installation and User Guide
M9316 Installation and User Guide

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TERMS

Station: A telephone, either on- or off-network, that is served by a dedicated station line.

On-network Station: A station that is tied to the University's telephone system and can be called by other on-network stations by dialing a 4-digit station number. To call an off-network station from an on-network station, add the prefix "9" to the number being dialed.

Off-network Station: A station that is not tied directly to the University's telephone system and thus must be accessed through the local public telephone network or a long-distance service provider. To call an off-network station from an on-network station, add the prefix "9" to the number being dialed.

Extension Station or *Extension*: A telephone connected to a station that shares a station line.

Station Line: The dedicated wires that connect a station to the University's telephone system.

Trunk or *Outside Line*: A communications path between the University's telephone system and the public network. A call between an on-network station and an off-network station uses one trunk.

LINK *Key*: The **LINK** key is used to initiate features from single-line stations. Listen for the special dial tone before entering feature codes.

DIAL TONE
A steady continuous tone which indicates that you may commence dialing.

SPECIAL DIAL TONE
Three beep tones followed by a steady dial tone which indicates you may proceed with the activation of a feature.

REORDER TONE
A *fast* busy tone indicates the telephone system is unable to perform the feature you requested; an improper key sequence has been entered; or all trunks are busy. A *regular* busy tone indicates the on-network or off-network station you are trying to reach is currently off-hook without voice mail or forward on busy.

ATTENDANT CAMP-ON TONE
One quick beep tone heard during conversation informs you the campus operator has extended an incoming call to your station. If you wish to receive the incoming call, complete your present call within 60 seconds of hearing the camp-on tone, hang up and wait for your phone to ring. If you do not complete your present call within the 60 seconds, the incoming call will be returned to the campus operator.

TO ANSWER A CALL

What to do:	**Listen for:**
	Ringing

Lift the handset.
Begin speaking to the party.

TO PLACE A CALL

What to do:

What to do:	**Listen for:**
Lift the handset.	Dial tone
Enter the telephone number.	Ring tone

ON HOOK DIALING (M8314 only)

On Hook Dialing permits you to initiate a call without lifting the handset. Call progression tones are heard through the one-way only speaker. When the called party answers you must lift and use the handset to converse.

The Unity VII and M8314 has two-way speaker capability and can be used with or without lifting the handset.

What to do:	**Listen for:**
Press the line key.	Dial tone
Enter the telephone number.	Ring tone
Wait for the party to answer.	
Lift the handset.	

Note: If you receive a busy signal, no answer, or make an error in dialing; press **Rls** to disconnect.

PROGRAMMABLE MEMORY KEYS (Unity III, Unity Featured Business Terminal, Unity VII, M8009, and M9316 only)

The procedures for programming the memory keys differ slightly for the Unity III, Unity Featured Business Terminal, and Unity VII, M8009, and M9316. Please refer to the Northern Telecom User Guide of each telephone for step-by-step instruction.

ON-NETWORK CALLS

On-network calls are calls made to telephones or stations that are connected to the University's telephone system.

What to do: **Listen for:**
Lift the handset.   Dial tone
Enter the 4-digit   Ring tone
  station number.

Note: The on-network number is the last five digits of the
  seven-digit telephone number.

Example: The station number for 956-6033 is 66033.

OFF-NETWORK CALLS

Off-network calls are calls made to telephones or stations outside the University's telephone system. To complete such calls, you are required to access the public network of the local telephone company.

What to do: **Listen for:**
Lift the handset.   Dial tone
Enter 9 + 10-digit number.   Ring tone

Inter-island calls:
   Direct dial: Enter 9 + 1 + 808 + number.
   Operator assisted: Enter 9 + 0 + 808 + number.
   Directory Assistance: Enter 9 + 1 + 808 + 555-1212.

Mainland calls:
   Direct dial: Enter 9 + 1 + Area Code + number.
   Operator assisted: Enter 9 + 0 + Area Code + number.
   Directory Assistance: Enter 9 + 1 + Area Code + 555-1212.

International calls:
   Direct dial: Enter 9 + 011 + Country Code +
                             City Code + number.
   Operator assisted: Enter 9 + 01 + Country Code + City
                             Code + number.

Long Distance Directory Assistance: Enter 9 + 00.

CALLS REQUIRING LONG DISTANCE AUTHORIZATION CODES

Some stations may be restricted and may not allow all types of calls.

What to do: **Listen for:**
Lift the handset   Dial tone
Enter 9 + 10 digit number.   Ring tone
At request for LD code   Enter the authorization code.

PERMANENT HOLD

Permanent Hold places a call on hold and allows the replacement of the handset without disconnecting the call.

Use this feature to place calls on hold so that the party on the line will not hear your activity while waiting.

TO PLACE A CALL ON PERMANENT HOLD:

What to do:	**Listen for:**
Press **LINK**.	Special dial tone
Enter **#4.**	
Replace handset.	

TO RETRIEVE A CALL ON PERMANENT HOLD:

What to do:
Lift the handset.
Begin speaking to the party.

Note: When you have placed a call on permanent hold, the system will remind you the call is on hold with a one-second burst of ring tone every 60 seconds.

When you place someone on permanent hold, you tie up your station line and persons calling your station will receive a busy tone. You will not be able to use your phone to place another call.

If you do not replace the handset after placing a call on Permanent Hold, the party on the line will be able to hear the background noise generated at your location.

HOLD (WITH HOLD KEY)

The Unity III, Unity Featured Business Terminal, Unity VII, M8009, M8314 and M9316 telephones have HOLD keys. Momentarily depress this key to place a call on Permanent Hold. The reminder tone will not be given when the HOLD key is used.

TO PLACE A CALL ON HOLD WITH THE HOLD KEY:

What to do:
Press **HOLD**.
Replace the handset.

TO RETRIEVE A CALL ON HOLD:

What to do:
Lift the handset or press **Rls** if handset
    was not previously replaced.
Begin speaking to the party.

CONSULTATION HOLD		**CALL TRANSFER**

Consultation Hold places a call on hold and then allows you to call another party either on- or off-network for private consultation.

Use Consultation Hold to privately obtain information from a third party at another station while on a call.

TO CONSULT WITH A THIRD PARTY:

What to do: **Listen for:**
Ask the first party to wait.
Press **LINK**.   Special dial tone
Enter the third party's number.   Ring tone
Consult privately with the third
   party.

Note: If you receive a busy signal, no answer, or make an error in dialing; press LINK to return to the first party.

TO RETURN TO THE FIRST PARTY:

What to do:
If the third party is an on-network station, wait for the third party to hang up. You are reconnected to the first party.

If the third party is an on-network voice mailbox and you do not want to leave a message, press 83. You are reconnected to the first party.

If the third party is an off-network station, press **LINK**.
You are reconnected to the first party.

Call Transfer allows the transfer of calls without the assistance of the campus operator. Calls may be transferred to either another on-network station or to the campus operator.

Use Call Transfer to redirect calls to other on-network stations.

TO TRANSFER A CALL:

What to do: **Listen for:**
Ask the first party to wait.
Press **LINK**.   Special dial tone
Enter the on-network station   Ring tone
   number.
Announce the call to the third
   party. Conversation is private.
Press **Rls** and replace handset.

The call is transferred.

Note: If you receive a busy signal, no answer, or make an error in dialing; press **LINK** to return to the first party. If the third party does not want to accept the call, wait for the third party to hang up and you will be reconnected to the first party.

If the third party is an on-network voice mailbox and you do not want to transfer the caller to the mailbox, press 83 and you will be reconnected to the caller.

CONFERENCE

Conference allows the addition of a third party to a conversation. The third party may be either an on-network or an off-network station.

Use Conference to hold a conversation among three parties.

TO ESTABLISH A CONFERENCE CALL:

What to do: **Listen for:**

Place a call to the first party.
Ask the party to wait.
Press **LINK**.   Special dial tone
Enter the number of the third   Ring tone
   party
Announce the conference call to
   the third party. Conversation
   is private.
Press **LINK**.

All three parties are now connected.

Note: If you receive a busy signal, no answer, or make an   error in dialing; press **LINK** to return to the first party.

     If the third party is an on-network voice mailbox and you do not want to conference the caller with the mailbox, press 83 and you will be reconnected to the caller.

     If your third party is at an off-network number, you must enter the off-network dialing sequence, for example **9** + 7-digit number for local off-network locations, regardless of whether your first party is on or off-network.

CALL FORWARDING

Call Forwarding redirects incoming calls to another location. These other locations are usually other on-network stations but may include off-network locations if external Call Forwarding is allowed at your station.

Use Call Forwarding to have incoming calls ring at another location.

TO ACTIVATE CALL FORWARDING:

What to do: **Listen for:**

Lift the handset.   Dial tone
Enter **#1**.   Dial tone
Enter the 5-digit station number
   or the off-network telephone
   number.
Replace the handset.

Calls will now ring at the new location until you cancel the request.

TO CANCEL CALL FORWARDING:

What to do: **Listen for:**

Lift the handset.   Dial tone
Enter **#1**.   Dial tone
Replace the handset.
Call Forwarding is now canceled.

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CALL BACK QUEUING

When all outside trunks are busy, on-network users originating calls to off-network stations will receive the fast busy tone. When this occurs, Call Back Queuing allows users to be placed in a queue for the first available outside trunk. As soon as a trunk is available, the system will ring the user's station and dial the requested telephone number.

Activate Call Back Queuing when encountering a fast busy tone while attempting to place an off-network call. Be sure to cancel Call Back Queuing if you decide to leave your station before the system calls back.

TO ACTIVATE CALL BACK QUEUING:

What to do:	Listen for:
Lift the handset.	Dial tone
Enter **9** + off-network telephone number.	Fast busy tone
Press **LINK**.	Special dial tone
Enter **11**.	Dial tone
Replace the handset.	

WHEN YOU ARE CALLED BACK:

What to do:	Listen for:
	Distinctive ring
Lift the handset.	Ring tone
Wait for the party to answer.	

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TO CANCEL CALL BACK QUEUING:

What to do:	Listen for:
Lift the handset.	Dial tone
Enter **12**.	Dial tone

Note: Call Back Queuing works only for busy (fast busy tone) outside trunks, not for busy (slow or regular busy tone) outside numbers.

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CALL PARK

Call Park places calls on hold without tying up your station, freeing your station to originate or receive other calls and provides the ability to retrieve the parked call from another on-network station.

Use Call Park to park calls at your own station line or on other on-network stations. Parking calls on your own line allows you to receive other incoming calls without disconnecting your original call. Parking calls at other stations allows you to pick up a call at that location to continue a conversation. This is useful when the information being requested by the caller is at another nearby but unattended station.

PARKING A CALL:

What to do:	**Listen for:**
Ask the party to wait.	
Press **LINK**.	Special dial tone
Enter **171**.	
Enter the optional 5-digit station number if you want to park the call at another station.	
Replace the handset.	

The call is parked at your station or at the optional station number you entered.

RETRIEVING PARKED CALLS:

What to do:	**Listen for:**
Lift the handset.	Dial tone
Enter **172** and the 5-digit number of the station at which the call was parked.	
Begin speaking to the party.	

Note: If the parked call is not retrieved within 120 seconds, the system will ring the original station.

| RING AGAIN |

Ring Again will ring back your station when the on-network station you are trying to reach becomes idle. When you answer the distinctive ring, the system will automatically re-dial the station number.

Use Ring Again if you encounter a busy signal while attempting to reach another on-network station. The system will ring your station when the party you are trying to reach completes the current call.

TO ACTIVATE RING AGAIN:

What to do:	**Listen for:**
Lift the handset.	Dial tone
Enter the 5-digit station number.	Busy signal
Press **LINK**.	Special dial tone
Enter **11**.	Dial tone
Replace handset.	

WHEN YOU ARE CALLED BACK:

What to do:	**Listen for:**
Lift the handset.	Distinctive ring
Wait for the party to answer.	

TO CANCEL RING AGAIN:

What to do:	**Listen for:**
Lift the handset.	Dial tone
Enter **12**.	Dial tone
Replace handset.	

Note: The Ring Again request is canceled if you do not lift the handset when you hear the distinctive ring .

| CALL PICKUP |

Call Pickup allows users to answer an incoming call at another nearby station. The answering station must be in the Call Pickup Group. Call Pickup Groups are programmed in the system and usually consist of stations belonging to members of work groups or departments located in the same general area.

Use Call Pickup to answer calls ringing at a nearby station that is unattended and in the same Pickup Group.

TO INITIATE CALL PICKUP:

What to do:	**Listen for:**
Lift the handset.	Dial tone
Enter **13**.	
Begin speaking to the party.	

Note: If you receive a fast busy tone after entering **13**, either the ringing station is not in the same Pickup Group, the call has already been answered by another station, or the code was entered incorrectly.

LAST NUMBER RE-DIAL

Last Number Re-dial automatically stores the last telephone number entered from your station and allows re-initiating the call by entering an abbreviated 3-digit code. The telephone number stored may be an on-network station number or an off-network telephone number.

Use Last Number Re-dial to re-initiate or originate calls. Last Number Re-dial is especially useful when the number called consists of a large number of digits; for example, mainland or international calls.

TO RE-DIAL:

What to do:	**Listen for:**
Lift the handset.	Dial tone
Enter **189**.	Ring tone

Note: If you get a busy tone, replace handset and try again at a later time.

MESSAGE WAITING

Some stations are programmed for message waiting for use in conjunction with Voice Mail, which has the capability of providing the incoming caller a personalized greeting and allows the person to leave a voice message in your mailbox. When a message is left in your mailbox, the system turns on the message waiting indicator. This notifies you that a message is waiting.

MESSAGE RETRIEVAL (Upon receiving a message waiting indication):

What to do:	**Listen for:**
Lift the handset.	Dial tone
Enter the Voice Mail access number (**65600**)	Ring tone
Respond to Voice Mail prompts.	

The Message Waiting Indicator will go off when you retrieve all new Voice Mail messages.

Please refer to separate Voice Mail System User Guide for detailed instructions.

SPEED CALLING

Speed Call permits you to place calls from a programmed list of frequently called numbers by entering a two-digit code instead of the entire telephone number.

One station within the Speed Call Group, designated the Speed Call Controller, is the programming station. This is the only station that can add, erase, or change numbers on the group's Speed Call List. Only members of the Speed Call Group can access the group's Speed Call List.

Contact your Telecom Coordinator for the two-digit codes of the numbers on your group's Speed Call List.

TO USE GROUP SPEED CALL:

What to do:	Listen for:
Lift the handset.	Dial tone
Enter **#3**.	
Enter the two-digit code **(00-99)**	Ring tone

TO PROGRAM SPEED CALL (Speed Call Controller only):

What to do:	Listen for:
Lift the handset.	Dial tone
Enter **#2**.	Dial tone
Enter the two-digit code **(00-99).**	
Enter the telephone number you wish to store on the list.	
Replace the handset.	

Note: To change a Speed Call number, reprogram the existing number.

To erase a Speed Call number, lift the handset, enter **#2**, and the code of the number to be erased. Press **∗** and the number will be erased.

SPEED CALL DIRECTORY

Code	Name	Telephone Number

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