

Communications Services Telephone Feature Service Guide



Basic Dialing Instructions

- To dial off-campus, dial **9** followed by the desired telephone number.
- To dial another campus number (business or residential), simply dial the last four digits.
- Dial **0** to reach the campus operator.
- Dial **9**, then **0** to reach an off-campus operator.

Dialing Off-Campus Calls Using an Authorization Code

- Dial **#55**. You will hear a confirmation tone.
- Dial your Authorization Code. You will hear a dial tone.
- Dial **9** followed by the desired number.
- If you hear a "stutter" or interrupted tone, reenter your Authorization Code.

Call Forward All Calls

You may direct all incoming calls to another campus extension, to an off-campus number, or directly to voice mail. If you transfer calls to an off-campus line, your line will incur any applicable charges.

- Dial ***72**. You will hear a "stutter" or interrupted tone.
- Dial desired destination number (**8800** for voice mail). Don't forget to dial **9** for an off-campus line.
- You will hear a confirmation tone.
- Hang up.

Cancel Call Forward All Calls

- Dial ***73**. You will hear a confirmation tone.
- Hang up.

Flash

The Flash command is used with many system features, including basic transfer.

- Standard Instrument: Press the hookswitch briefly and release. You will hear a "stutter" or interrupted dial tone.
- If your instrument has a button labeled "Flash," you may press that instead of the hookswitch.

Transfer A Call

You may transfer a call to another campus extension, or a number off-campus. Note: Any charges for an off-campus call, including long distance charges, will be incurred by the station which initiates the transfer of the call.

- Ask the calling/called party to hold.
- Flash, using your phone's hookswitch or Flash button.
- Dial the destination number (dial **9** first for an off-campus call)
- Announce the call and hang up.
- If nobody answers, Flash again to return to the original party.

3-Way Conference Call

- Follow instructions for transferring.
- Do not hang up when you reach the second party: all three parties are now conferenced.

Call Hold

- Ask the calling party to hold.
- Press the hookswitch or Flash button. You will hear a "stutter" tone.
- Dial ***01**. Your call is now on hold and you will hear a new dial tone. (Do not hang up or the held party will ring you back.)
- To take the call off hold and resume conversation, press the hookswitch or Flash button. You may also hang up and the held party will ring you back.

Retrieving Voice Mail Messages

- From your own extension: dial **8800** and then enter your passcode.

For more information on using voice mail, see the Voice Mail Quick Reference Card on our website at www.commserv.ucsb.edu.

Call Back (Camp-On) (Feature Package 2000 only)

If you call a campus extension and it is busy, you can use the Call Back feature to have that extension call you back when it is free.

- Dial extension and hear a busy signal.
- Flash, using the hookswitch or Flash button.
- Dial ***52**.
- When the extension is free, both your phone and the called party's phone will ring.
- To cancel Call Back, dial **#52** and hang up.
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FOR EMERGENCIES DIAL 9-911