

# University of California – Riverside (UCR) NEC Telephone System Single Line Station Quick Reference Guide

## Receiving a Call:

Lift handset or depress speaker key to answer an incoming call.

- Outside Call: Double / Fast Ring Signal
- Internal Call: Single / Normal Ring Signal

## Placing a Call:

To place a call, lift handset or depress the speaker key.

- Outside Calls: Dial "9" followed followed by the desired telephone number.
- Campus Calls: Dial the desired five (5) digit extension number.
- Voice Mail: Dial "26000"
- Using Last Number Redial: Dial "\*55"

## Flash

The "flash" command is used in conjunction with the activation and use of many features within the system, including a basic transfer.

If you have a standard telephone instrument you can use the "Flash" command by;

- Depressing the hook switch briefly and releasing the hook switch on your telephone. (You will hear interrupted or "stutter" dial tone following the "Flash" command.)

If you have a digital telephone instrument you can use the "Flash" command by:

- Depressing the "FLASH" key on your telephone. (You will hear interrupted or "stutter" dial tone following the "Flash" command.)

## Call Hold

To place a call on hold, should you not have a "HOLD" key, follow the steps outlined below:

- Ask the calling / called party to hold.
- Depress the hook switch or Flash key. (Listen for interrupted / stutter dial tone.)
- Dial \*01 (Call is on hold and new dial tone is heard.)
- Do not hang up, or held party will ring you back.

To take the call off hold and resume conversation:

- Depress the hook switch or Flash key. (You are reconnected with the party which was on hold.)

OR

- Hang Up. (Your phone will ring)
- Lift handset or depress speaker key. (You are reconnected with the party which was on hold.)

## Call Forward All Calls

This feature allows the user to forward all incoming calls to any extension on campus or to Voice Mail.

*Note: Call Forward All Calls will restrict your phone from initiating or receiving calls. To activate call forward all calls:*

- Lift handset or depress Speaker key
- Dial "#134"
- Dial desired extension number to which calls will be forwarded (26000 for Voice Mail)

- Confirmation tone is heard
- Hang up

**To cancel Call Forward All Calls:**

- Lift handset or depress Speaker key
- Dial "#135"
- Hang up

**Individual Speed Dialing**

Individual speed dialing allows the user to program up to ten (10) frequently dialed numbers which can then be accessed via an access code followed by a one-digit code.

To Program:

- Lift handset or depress speaker key.
- Dial # # 0
- Dial the one digit code (numbers 0 – 9) to which you want to assign the speed dial number.
- Dial the complete telephone number (up to 28 digits) to be stored under the individual speed dial number. Don't forget to dial 9 for outside numbers. Upon completion you will hear a constant confirmation tone.
- Hang up.

To Use:

- Lift handset or depress speaker key.
- Dial \*12
- Dial the one digit code (numbers 0 – 9) assigned to the number in which you wish to access and dial.
- Wait for Answer.

To Change Speed Dial Numbers:

- Follow the step-by-step instructions defined under To Program. You simply program new telephone numbers over anything that was previously programmed.

**Three-Way Conference Calling (AND/OR) Transferring a Call**

This feature enables the user to add a third party to a call in progress, inclusive of both internal station numbers, as well as, outside telephone numbers.

To initiate a conference call and or transfer a call:

- Ask the calling / called party to hold.
- Depress the hook switch or Flash key. (Listen for interrupted / stutter dial tone.)
- Dial the telephone number of the third party. (Wait for the party to answer. If you encounter a busy signal or there is no answer, or an error is made in the dialing string, press the hook switch / Flash key to reconnect to your original party.)
- When the party answers, you can advise them that you are setting up a conference call or transferring a call.
- Depress the hook switch or Flash key. (A three-way conference has now been established)
  - If you are transferring the call, you may now hang-up leaving the other two callers on the call.

## Directed Call Pick Up

This feature is used to answer incoming call directed to extensions within your system configured call pick up group. A work order is required to configure a call pick group.

- Lift handset or depress Speaker key
- Dial "\*73" and the number of the ringing extension that is to answered