THE UNIVERSITY *of*
NEW MEXICO

To Place a call:

Internal call –

- Lift Handset.
- Dial the three (3) digit extension number.

Outside call –

- Lift Handset.
- Dial **9** plus outside number.
- If call is Long Distance, Dial **9 plus 1 + Area Code** and number

Special Note: For emergencies you will not dial **9 to get an outside line for **911**. You will just dial **911** and your call will connect.*

To Answer a call:

Single ring = Internal Call
Double ring = External Call

Lift the handset.

> **Note: If your telephone has a "Flash" Key, use it when activating the following features. Otherwise press the switch hook for one second.**

Holding a call:

To place a call on hold, press and release the flash button once. (Place handset on desk.)
To return to the held call, press and release the flash button once.

To Transfer a call: (*The 2 types of transferred calls are Blind Transfer and Supervised Transfer).*

With a call in progress:

Blind Transfer:

- Press and release the flash button once to place the call on hold.
- Dial the three (3) digit extension number or 9 + the external number.
- Hang up immediately.

Supervised Transfer:

- Press and release the flash button once to place the call on hold.
- Dial the three (3) digit extension number, or 9 + the external number.
- Wait for the destination extension/number to answer.

- Announce the call.
- Hang up to complete the transfer

If the destination extension does not want to take the call, when they hang up, press the flash button to return to the call.

If the destination extension does not answer, and you are forwarded to their voice mail greeting, press **#**** to exit voice mail. You will hear a stutter dial tone.
Dial another number or press the flash button to return to the original caller.

Conference Call: 3 party

From a Single Line Telephone with a call in progress

- Press the **FLASH** key (or momentarily press hookswitch). First party is placed on hold and special dial tone is received.
- Dial the second party (either another station number or a trunk access code plus the outside number).
- Wait for the second party to answer.
- Press the **FLASH** key (or momentarily press the hookswitch). A three-party Conference is established.

Call Pickup:

To pick up another ringing phone within a pick up group, press ***0**.

Direct Call Pickup:

To pick up another ringing phone, press **, then dial the extension number you wish to pick up.

Call Forward Calls:

To set up call forwarding to voicemail on a busy condition (if line is busy, **calls forward** to voicemail):

- Lift handset
- Dial #3
- Enter 699
- Hang up

To set up call forwarding to voicemail on a no answer condition (if line is not answered, **calls forward** to voicemail)

- Lift handset
- Dial #4
- Enter 699
- Hang up

Not typical setup (extended away):
To set up call forwarding to voicemail on all calls (all **calls** will go directly to voicemail)

- Lift handset
- Dial #2
- Enter 699
- Hang up

To set up call forwarding to Other Extensions

When **forwarding** to other UNM Los Alamos extensions follow the instructions above but instead enter the 3-digit extension after the #2, #3, or #4 command.

To **call forward** to numbers off campus: after entering the **call forward** code, i.e., #2, then enter 9 plus the seven digit telephone number.

To Cancel Call Forwarding (always recommended)

To cancel call forwarding for *all* calls:

- Lift handset
- Dial *2
- Hang up

To cancel call forwarding for *busy conditions*:

- Lift handset
- Dial *3
- Hang up

To cancel call forwarding for *no answer conditions:*

- Lift handset
- Dial *4
- Hang up

Access Code	Description
#2	Set Call Forward All
*2	Cancel Call Forward All
#3	Set Busy Call Forward
*3	Cancel Busy Call Forward
#4	Set No Answer Call Forward
*4	Cancel Call Forward No Answer
*1	Internal Paging to Zone 0
9	Any Outside Call
*0	Call Pickup-Group
**	Call Pickup-Direct