

TELEPHONE OPERATING INSTRUCTIONS

TO MAKE TELEPHONE CALLS

Know the number you require before lifting the handset otherwise you may be disconnected by the system if you wait too long to dial a number. You can make telephone calls in one of two ways:

1. For **internal** calls lift the handset, wait for dial tone, dial the 4-digit extension number if you are in Lutong campus or the 3-digit extension number if you are in Riam campus.

For **external** calls lift the handset, wait for dial tone, dial nine followed by the telephone number.

NOTE: STD (national) or IDD (international) calls may be made on your telephone if you have been given the appropriate authority.

2. Use the redial of last number facility. This is especially useful when a number is busy.

TO RECEIVE TELEPHONE CALLS

Lift your handset to answer the call.

To reduce the volume of traffic via the switchboard it would be appreciated if you would advise all your regular callers of your extension number and the ability of the PABX to be able to channel their call directly to you if they dial 443888 followed by your extension number.

TO TRANSFER CALLS

You can transfer a call made to you as well as a call originated by you by the following ways:

TELEPHONES WITH A FLASH BUTTON

1. Press the flash button
2. Wait for dial tone
3. Dial the extension number
4. Either
 - a) wait for an answer, announce the call, then hang up, OR
 - b) wait for a ring tone, then hang up.
5. If you are at step 4 and do not receive and answer, press flash to return to the original caller.

TO PUT CALLERS ON HOLD

Press the hold button and replace the handset. The caller is now on hold. Lift handset to reconnect to the caller and continue your conversation.

REDIAL OF LAST TELEPHONE NUMBER

The PABX has the ability to redial for you the last number you had called whether the called party answered, did not answer or was busy.

1. Lift handset.
2. Wait for dial tone.
3. Dial #*

CALL PICK-UP GROUPS

If you sit in an open area with other staff and you wish to answer each others calls, a Call Pick Up Group can be established which allows you to answer a ringing extension in that group.

To answer a call in your group – Dial **.

Please call the IT Helpdesk (3988) if you wish to verify that a call pick up group currently exists or if you wish to establish a Call Pick Up Group.