

◆ **SINGLE-LINE AND ► MULTI-LINE (display) PHONE FEATURES**

To transfer a call:

- ◆ Press “flash” button and dial the extension
- Multi-line phones use the "transfer" button

If the call has gone to voice mail and you wish to bring the caller back to your extension, do this: PRESS * * *, then the "transfer" button. You will be reconnected with the original caller. **Transfer calls to the Switchboard by dialing zero (0)**

To place a call on hold:

- ◆ Press “flash” and dial * 5

To retrieve a call on hold:

- ◆ Lift the handset and dial * 5
- ◆ To retrieve the held call from a remote phone, lift the handset and dial # 5 and the extension

To answer a call with one call on hold (single-lines only):

- ◆ If you hear a “call waiting” beep while you are on your extension, press “flash”, * 5 to put the first call on hold. Pick up the incoming call. When done, hang up. Press * 5 to go back to first call on hold.

To answer a call ringing on another phone – both single and multi-line phones:

- ◆ Lift handset and dial * 9 (if the ringing phone is in your pick-up group) plus the ringing extension number
- ◆ Lift handset and dial # 9 (if the ringing phone is NOT in your pick-up group) plus the ringing extension number

To have a busy extension call you back:

- ◆ When you hear the busy signal, press “flash” and dial * 1
- ◆ To cancel call back dial # 1
- Multi-line phones, not available



Conference calls:

- ◆ Establish a call between yourself and another party either on or off campus (remember to dial 9 for all outside calls) and ask the party to stay on the line (do not place caller on hold)
- ◆ Press “flash” then dial the extension on campus or dial 9 plus the off campus number
- ◆ When the party answers, press “flash” again to establish the 3-way
- Establish a call between yourself and another party either on or off campus (remember to dial 9 for all outside calls) and ask the party to stay on the line (do not place caller on hold). Press "Transfer" button - hear dial tone. Dial the second number, after call is answered, press "Conf" button - both parties will be on the line

CREATE A SPEED DIAL BUTTON FOR A MULTI-LINE (Display) PHONE

8, 16, or 32-button phones: With the handset in the cradle, press the ‘FEATURE’ button, then press the soft-key button where you want to place the number – dial in the number and press ‘FEATURE’ again. DON’T FORGET TO INCLUDE “9” FOR OFF-CAMPUS NUMBERS.

TO BYPASS A MAILBOX GREETING AND LEAVE A MESSAGE:

- ◆ Dial the pound (#) sign any time during the greeting

TO GO DIRECTLY INTO A MAILBOX AND LEAVE A MESSAGE:

- ◆ Dial 3100, when the system answers dial 8, then dial the extension or voice mailbox number

TO GET BACK TO THE MAIN MENU DURING A GREETING:

- ◆ Pressing the star (*) key any time while listening to a greeting will direct you back to the main Cuesta College menu. From there you can access the personnel directory or dial another extension number.

If you have any questions, please contact the Telecom Office at x2112 or email directoryinfo@cuesta.edu. Thank you.