Using the Roger Williams University Telephone System

Automatic Callback

To automatically place another call to an extension that was busy or did not answer:

1. Flash the hook switch during the call attempt
2. Dial the Automatic Callback code *5
3. Hang up
4. You will receive a 3-burst priority ring when the extension you attempted to call becomes available
5. Lift the handset when you hear the priority ring; the call is automatically placed to the extension, which receives a regular ringing

Note: You can place only one Automatic Callback call at a time, and Automatic Callback is canceled after 30 minutes or if the callback call is unanswered.

To cancel Automatic Callback, dial code #5.

Call Forwarding all calls

To temporarily redirect all calls to an extension or an outside number of your choice:

1. Dial the Call Forward code *2
2. Dial the extension or number where the calls will be sent
3. Hang up

To cancel Call Forwarding, dial the code #2.

Call Waiting

To answer a call waiting tone:

1. Complete the present call and hang up
2. Phone will ring, pick up and answer

To answer a call waiting tone, putting present call on hold:

1. Flash the hook switch, the present call is put on hold
2. Dial the Hold code #1, you are now connected to the waiting call

To return to the held call:

1.   Complete the present call and hang up, the held call sends a 3-burst priority ring
2.   Lift the handset, you are now connected to the held call

Conference

To add a third party to a call:

1.   Flash the hook switch, the present call is put on hold
2.   Dial the number of the third party
3.   You can privately discuss the call with the third party at this time; if there is no answer or the line is busy, flash the hook switch twice to return to the original party

Hold

To put a call on hold:

1.   Flash the hook switch
2.   Dial the Hold code #1

Note: Do not hang up; however, if you do, held calls send a 3-burst priority ring. Lift the handset to be reconnected to that call.

To return to a held call:

1.   Hang up, receive a 3-burts priority ring, and lift the handset

To put the first call on hold and place a second call:

1.   Flash the hook switch
2.   Dial the Hold code #1, the first call is put on hold
3.   Dial the second call

Note: If you hang up, the first call sends a 3-burst priority ring.

To put the second call on hold and return to the first call:

1.   Flash the hook switch
2.   Dial the Hold code #1; the second call is put on hold and the first call is reconnected

To complete the second call and return to the first call:

1. After the second call is completed, hang up, receive a 3-burst priority ring, and lift the handset; the first call is now reconnected

Last Number Redial

To automatically redial the last number you dialed:

1. Dial the Last Number Redial code *9; the number is automatically redialed (up to 24 digits)