Using your telephone

CONTENTS

TELEPHONE REPAIR SERVICE

416-978-2000

If you have a telephone service problem, leave a voice mail message at 416-978-2000 with your name, a brief description of the problem, and a working telephone number where you can be reached. Occasionally telephone problems are something as simple as a loose cable; things like this you can fix yourself, thus saving a repair
charge. The **Troubleshooting** list starting on the next page will help you to check your set for common problems.

> **Important Note:** A service charge may be levied for repair calls not defined as a line "out of service"
> (i.e., no dial tone).

HOW TO REPLACE A PROBLEM TELEPHONE SET

You will require the following information in order to obtain a replacement set.

1) **TYPE OF SET**   If you don't know what type of set you have, refer to the website - "Select Telephone purchases" or contact your department's Telephone Co-ordinator for the record of your line and set.

2) **WARRANTY**   If your telephone set's one year warranty is still valid, you can ask for a replacement set from the vendor.

3) **PLACE OF PURCHASE** All new telephones can be purchased directly by the department through
the vendor — Smart IP: Call 416-324-6400.
See www.telecomservices.utoronto.ca for more information.

TROUBLE SHOOTING

CONNECTIONS

Check all of your connections to the jack, to the set and also into the handset.

SET DOES NOT RING

If you are able to make outgoing calls but don't hear your set ringing for incoming calls, check your volume control to make sure your volume bar is turned up enough and not in an "off" or "low" volume position. Check to make sure that you have not manually call forwarded your telephone to another number and forgotten to cancel the call forwarding feature.

FEATURE DOES NOT WORK

Did you wait to hear the feature acceptance tone (3 beeps)? Did you wait to hear the confirmation tone (2 beeps)? If you are hearing only a fast busy tone, the feature you are trying to activate is not being accepted. Try to enter the numbers again or cancel. Check with your department's Telephone Co-ordinator to see whether the feature you are trying to use has been assigned to your set.

SET PROBLEMS

To rule out set problems, test another set of exactly the same type in place of the problem set at the same jack location. If the other set works or the problem has cleared up, you probably do have a set problem.

LINE STATIC AND INTERFERENCES

Line static and interferences can result from a line or a set problem. Check your connections for loose cords, especially the cord connection into your handset. Follow the suggestions above to rule out a set problem before reporting a problem with your line.

DISPLAY SETS ONLY

If your digital display has disappeared or appears to be scrambled, check the attached AC adapter (black box-power transformer) to make sure it is still plugged into the electrical wall/floor outlet or power bar; this is what controls the appearance of the digital display on your set. Other Meridian set problems can also be tested as listed above.

FAX AND MODEM LINE PROBLEMS (VOICE GRADE DATA LINES ONLY)

Plug a single-line set (e.g., Unity II, 8000/9000 series set) into the fax or modem line jack to verify that this is a line problem, not a peripheral equipment malfunction. If you hear a dial tone and the line seems to be fine, check your peripheral equipment to see if it requires adjustments or repairs. If you do not hear a dial tone when the set is plugged in, call us.

STILL NOT WORKING / NO DIAL TONE OR LINE PROBLEMS

If you checked all the connections and features as listed above and you still experience difficulties, call us.

Repair line at 416-978-2000

MAKE THE MOST OF YOUR TELEPHONE SET:
SOME COMMON AND HELPFUL FEATURES

SINGLE-LINE SETS: UNITY, 8004 & 9000 SERIES

The features described below are activated by using the switchhook (the buttons in the cradle of the telephone) or via the **LINK** key on enhanced single line Unity SE telephones. Your telephone set may be assigned some or all of the features available. Those features available on your set have been selected to reflect your specific telephone needs. If you attempt to use a feature that was not assigned to your set, you will hear a "fast busy" tone. To find out whether you actually have these features, check with the Telephone Co-ordinator for your department.

CALL FORWARD

There are three types of Call Forward: Call Forward Busy (CFB), Call Forward Don't Answer (CFD), and Call Forward Universal (CFU).

- **CALL FORWARD BUSY (CFB)**

  When your line is engaged, incoming calls will be forwarded to an assigned telephone number.

- **CALL FORWARD DON'T ANSWER (CFD)**

  When you are away from your desk, incoming calls will be forwarded to an assigned telephone number after four rings.

- **CALL FORWARD UNIVERSAL (CFU)**

  This feature allows you to program your telephone set to reroute calls to a telephone number of your choosing.

- **TO ESTABLISH CALL FORWARD UNIVERSAL (CFU)**

  Lift the handset and listen for the dial tone. Dial 115. Listen for 3 beeps...dial tone. Dial the telephone number of the extension to which you will be forwarding calls. Listen for 2 beeps... silence. Hang up. To verify, lift the receiver and dial your own telephone number. Your call will be forwarded to the number you programmed. Notify the answering party that you are forwarding your calls to him or her. You can still place outgoing calls while Call Forward Universal is activated.

- **TO CANCEL CALL FORWARD UNIVERSAL (CFU)**

  Lift the handset and listen for the dial tone. Dial the access code, 116. Listen for 3 beeps... silence. Hang up.

CALL PARK (PRK)

This feature allows you to place a call on hold and retrieve it using any telephone set within the system that has this feature. After you have parked the call, you can still place and receive calls.

- **TO PARK A CALL**

  Inform the caller that you are placing the call on hold. Press the switchhook/link key once momentarily. Listen for 3 beeps... dial tone. Dial 120. Listen for 2 beeps... silence. Replace the handset.

- **TO RETRIEVE A PARKED CALL**

  From your own set or another set, lift the handset and listen for the dial tone. Dial 121. Listen for three beeps... dial tone. Dial the telephone number of the station at which the call was parked to be reconnected to your caller.

CALL PICK-UP (CPU)

Your telephone may be assigned to a call pick-up group. If you are in the same call pick-up group as a telephone that is ringing, you can answer the call from your own set.

- **TO PICK UP A CALL**

  Lift the handset and listen for the dial tone. Dial 112. You will hear a click, indicating that the calling party is on the line. Answer with your department and name.

CALL TRANSFER – ANNOUNCED

This feature provides announced Call Transfer of all calls within the Centrex system. Advise the party that you are going to transfer the call. Press the switchhook/link key once momentarily. Listen for 3 beeps... dial tone. The party is on hold. Dial the telephone number to which you are transferring the call. If the station answers, announce the call and hang up. If you hear a busy signal or the party doesn't answer, press the switchhook/link key twice to reconnect to the original party. Explain that the line is busy and provide the caller with the number to call later.

CALL TRANSFER – UNANNOUNCED

This feature provides unannounced Call Transfer of all calls within the Centrex system. Advise the party that you are going to transfer the call. Press the switchhook/link key once momentarily. Listen for 3 beeps... dial tone. The party is on hold. Dial the telephone number to which you are transferring the call. If you hear ringing, hang up. If you hear a busy signal or the party doesn't answer, press the switchhook/link key twice to reconnect to the original party. Explain that the line is busy and provide the caller with the number to call later.

HOLD

This feature allows you to place a call on hold.

- **TO PLACE A CALL ON HOLD**

  Inform the caller that you are placing the call on hold. Press the switchhook once momentarily. Listen for 3 beeps... dial tone. Dial 111. Listen for 2 beeps... silence. Replace the handset. Note: Your phone will ring briefly every 60 seconds as a reminder that a call has been placed on hold.

- **TO RECONNECT TO THE HELD CALL**

  Lift the handset to reconnect.

GROUP INTERCOM (I/C)

The intercom feature allows you to use abbreviated dialing to call a member of a designated intercom group within your Centrex system. Lift the handset and listen for the dial tone. Press the pound (#) key plus the two-digit number from 00 to 99 that was assigned to the member of your group whom you want to call.

LAST NUMBER REDIAL (LNR)

This feature allows you to redial the number you called last. Lift the handset and listen for the dial tone. Press the pound key (##) twice or the LNR key once (if you have one) to redial the number automatically.

RING AGAIN (RGA)

If you receive a busy signal after you have dialed a telephone number within the St. George Campus Centrex system (e.g., a "978" number from a "978" telephone), you can activate the Ring Again feature. With Ring Again, your telephone will ring as soon as the telephone number you are calling becomes available.

- **TO ESTABLISH RING AGAIN**

  When you have dialed a local telephone number and received a busy signal, press the switchhook/link key once momentarily. Listen for three beeps... dial tone. Dial the access code, 113. Listen for two beeps... silence. Hang up. You can still place and receive calls after you have implemented Ring Again.

- **WHEN THE LOCAL TELEPHONE NUMBER YOU CALLED AND YOUR SET ARE FREE**

  Your set will ring, one long ring followed by two short rings. You have ten seconds to lift the handset before the call is cancelled. When you lift the handset, the number you were calling will be redialed automatically.

- **TO CANCEL RING AGAIN**

  Lift the handset and listen for the dial tone. Dial 113. Listen for two beeps... silence. Ring Again has been cancelled. Hang up.

THREE WAY CONFERENCE (3WC)

This feature allows you to establish a conference call between yourself and two other parties. Lift the handset and dial the phone number of the first party to the conference. Advise the party to remain on the line. Press the switchhook/link key once momentarily. Listen for 3 beeps... dial tone. The party is on hold. Dial the number of the second party to the conference. Press the switchhook/link key once momentarily. You have now established a three way conference call.

MULTI-LINE SETS: EBS/MERIDIAN BASIC/MERIDIAN DIGIT DISPLAY
(ALL MERIDIAN 5000 SERIES SETS)

Note: LCD denotes "Liquid Crystal Display." This display, which is adjacent to the keys on the multi-line set,
indicates the line status or feature in use with a diamond-shaped indicator (◆).

CALL FORWARD

There are three types of Call Forward: Call Forward Busy (CFB), Call Forward Don't Answer (CFD), and Call Forward Universal (CFU).

- **CALL FORWARD BUSY (CFB)**

  When your line is engaged, incoming calls will be forwarded to an assigned telephone number.

- **CALL FORWARD DON'T ANSWER (CFD)**

  When you are away from your desk, incoming calls will be forwarded to an assigned telephone number after five rings.

- **CALL FORWARD UNIVERSAL (CFU)**

  This feature allows you to program your telephone set to reroute calls to a telephone number of your choosing.

- **TO ESTABLISH CALL FORWARD UNIVERSAL (CFU)**

  Without lifting the handset, press the CALL FWD key once. The LCD ◆ next to the CALL FWD key will flash. Dial the telephone number of the extension to which you will be forwarding calls. Press the
  CALL FWD key again. The LCD ◆ next to the CALL FWD key will be displayed without flashing.
  To verify, lift the receiver and dial your own telephone number. Your call will be forwarded to the number you programmed. Notify the answering party that you are forwarding your calls to him or
  her. The CALL FWD number you have programmed remains in memory until you change it. If you want to forward your calls to the same number at a later time, simply press the CALL FWD key
  twice. You can still place outgoing calls while Call Forward Universal is activated.

- **TO CANCEL CALL FORWARD UNIVERSAL (CFU)**

  Press the CALL FWD key once. The LCD ◆ next to the CALL FWD key will go out and your phone will receive incoming calls.

CALL PARK (PRK)

This feature allows you to place a call on hold and retrieve it from any telephone set within the system. After you have parked the call, you can still place and receive calls.

- **TO PARK A CALL**

  Inform the caller that you are placing the call on hold. Press the CALL PARK key once. The CALL PARK LCD ◆ will be displayed without flashing. Listen for 2 beeps... silence. Replace the handset. The CALL PARK LCD ◆ will go off.

- **TO RETRIEVE A PARKED CALL**

  From your own set or another set, lift the handset and listen for the dial tone. Press the CALL PARK key once. Dial the telephone number of the station at which the call was parked to be reconnected to your caller.

CALL PICK-UP (CPU)

Your telephone may be assigned to a call pick-up group. If you are in the same call pick-up group as a telephone that is ringing, you can answer the call from your own set.

- **TO PICK UP A CALL**

  Press any idle telephone line key and listen for the dial tone. Press the CALL PICK-UP key once. Lift the handset to be connected to the caller. Answer with your department and name.

CALL TRANSFER – ANNOUNCED

This feature provides announced Call Transfer of all calls with the Centrex system. Advise the party that you are going to transfer the call. Press the CONF 3 key once. The CONF 3 LCD ◆ will flash, indicating that the party is on hold. Dial the telephone number to which you are transferring the call. If the station answers, announce the call. Press the CONF 3 key once and the RELEASE key once to complete the transfer. If you hear a busy signal or the party doesn't answer, press the RELEASE key once, then press the telephone line key next to the flashing

LCD ◆ to reconnect to the original party. Explain that the line is busy and provide the caller with the number to call later.

CALL TRANSFER – UNANNOUNCED

This feature provides unannounced Call Transfer of all calls within the Centrex system. Advise the party that you are going to transfer the call. Press the CONF 3 key once. The CONF 3 LCD ◆ will flash, indicating that the party is on hold. Dial the telephone number to which you are transferring the call. If you hear ringing, press the CONF 3 key once again and hang up. If you hear a busy signal or the party doesn't answer, press the RLS key
and then press the telephone line key next to the flashing LCD ◆ to reconnect to the original party. Explain that the line is busy and provide the caller with the number to call later.

CONSULTATION HOLD

This feature allows you to consult privately with a third party during any incoming or outgoing call.

  • **TO CONSULT PRIVATELY**

    Advise the party to remain on the line. Press the CONF 3 key once. The CONF 3 LCD ◆ will flash, indicating that the party is on hold. Dial the number of the person you wish to speak to. When the person answers, you will be able to converse privately.

  • **TO RETURN TO THE ORIGINAL CALL**

    Press the RELEASE key once to disconnect the third party, then press the telephone line key next to the flashing LCD ◆ to reconnect to the original party.

HOLD

This feature allows you to place a call on hold.

  • **TO PLACE A CALL ON HOLD**

    Inform the caller that you are placing the call on hold. Press the HOLD key once. The LCD ◆ next to the held telephone line will flash, indicating that the party is on hold. Replace the handset.

  • **TO RECONNECT TO THE HELD CALL**

    Press the telephone number key next to the flashing LCD u. Lift the handset to reconnect.

  • **LISTEN ON HOLD**

    Press the HOLD key once. The LCD ◆ associated with the telephone line will flash. Replace the handset. Press the telephone line key next to the flashing LCD ◆ once. The LCD ◆ associated with the telephone number will be displayed without flashing. You will hear when the person returns to the call through the loudspeaker. Lift the handset to talk.

GROUP INTERCOM (I/C)

The intercom feature allows you to use abbreviated dialing to call a member of a designated intercom group within your Centrex system. Lift the handset and listen for the dial tone. Press the INTERCOM key once, then the two-digit number from 00 to 99 that was assigned to the member of your group whom you want to call. Lift the handset.

LAST NUMBER REDIAL (LNR)

This feature allows you to redial the number you called last from a multi-line set. Lift the handset and listen for the dial tone. Press the pound key (##) twice to redial the number automatically.

RING AGAIN (RGA)

If you receive a busy signal after you have dialed a telephone number within the St. George Campus Centrex system (e.g., a "978" number from a "978" telephone) you can activate the Ring Again feature. With Ring Again, your telephone will ring as soon as the telephone number you are calling becomes available.

- **• TO ESTABLISH RING AGAIN**

    When you have dialed a local telephone number and received a busy signal, press the RING AGAIN key once. The LCD ◆ next to the RING AGAIN key will be displayed without flashing. Hang up. You can still place and receive calls after you have implemented Ring Again.

• WHEN THE LOCAL TELEPHONE NUMBER YOU CALLED AND YOUR SET ARE FREE

You will hear a short buzz through the loudspeaker and the LCD ◆ next to the RING AGAIN key will flash. Lift the handset and press the RING AGAIN key. The LCD ◆ next to the RING AGAIN key will stop flashing. The number you were calling will be redialed automatically.

- **• TO CANCEL RING AGAIN**

    Press the RING AGAIN key without lifting the handset to cancel.

THREE WAY CONFERENCE (3WC)

This feature allows you to establish a conference call between yourself and two other parties. Lift the handset and dial the phone number of the first party to the conference. Advise the party to remain on the line. Press the CONF 3 key once. The CONF 3 LCD ◆ will flash, indicating the party is on hold. Dial the number of the second party to the conference. Press the CONF 3 key once more. You have now established a three way conference call.

Using Voicemail

For general voicemail information, first time access and using voicemail features see www.telecomservices.utoronto.ca

FIRST TIME ACCESS TO YOUR PERSONAL VOICE MAILBOX

Before entering the system
- Think of a new password (5-15 digits)
- Write a personal greeting (50 seconds in length)

Call the voice messaging system access number (supplied when you receive your voice mail password) from your own telephone.

1) Listen to the automatic tutorial
2) Enter your temporary password

3) Change the temporary password to your personal password
4) Record your first and last name
5) Record your personal greeting

IMPORTANT VOICEMAIL KEYS

The (*) Star Key

- **ALWAYS USE TO DISCONNECT FROM THE VOICE MESSAGING SYSTEM UNTIL YOU HEAR "GOODBYE", THEN YOU CAN HANG UP.**
  - Cancels what you are doing
  - Return to the main menu or previous menus
  - Erase or re-record a message

The (#) Pound Key

- Completes a step
- Skip a message or personal greeting
- Identifies you as a subscriber to the Voice Messaging System