**TELECOMMUNICATION SERVICES**

**QUICK REFERENCE FOR ANALOG TELEPHONES**

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**Answering and Placing Calls**

**ANSWERING INCOMING CALLS**

Lift the handset
- 1 ring - internal call
- 2 rings - external call
- 3 rings priority call
- Tone - intercom call

**PLACING OUTGOING CALLS, DIAL**

Internal and between Main, DTC, ID, Rice, and IITRI Life Sciences: 5-digit extension
- Local: 9 + number
- Long Dist: 9 + 1 + area code + number
- International: 9 + 011 + country code + international number

You may hear a delay when placing long-distance or international calls. The system is waiting for you to input a long-distance code. If you do not have one, see your department budget manager to obtain access.

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**Telephone Features**

Some analog desk phones are equipped with a “recall” or “flash” button; otherwise, some features are activated by depressing and releasing the “switchhook”, the lever under the handset.

**CONFERENCE**

Adds a third party (3 total parties) to a call. If more than three parties are required, an outside teleconferencing service is used.
- Press *Recall* or *Switchhook* or *Flash* and hear dial tone. The present call is put on hold by the system (do not use the Hold button).
- Dial 9 plus the number of the third party and wait for an answer. Note: A private discussion with the called party can be conducted at this time while the first party is on system hold.
- Press *Recall* or *Switchhook* or *Flash* again. All parties are now connected.
- If no answer or line is busy, press *Recall* or *Switchhook* or *Flash* two times to return to the original party.

**FORWARD**

Temporarily redirects calls to another telephone on campus.
- Dial the *Call Forward* code *2 and hear dial tone.
- Dial the five-digit extension where calls will be sent and hear three-beep confirmation tones.
- Hang up. **Note:** A ring-ping tone may be heard from the forwarded telephone as each call is sent to the other telephone.

**Cancel Call Forwarding**

- Dial the *Call Forward Cancel* code *2 and hear confirmation tone. Calls will now ring at the original location.

**HOLD**

Press *Hold* to preserve active call for a short while.

**MESSAGE LIGHT**

New voice mail messages are waiting.

**PICKUP**

Pick up a co-worker’s ringing phone (if the feature is programmed for the group). If more than one telephone is ringing in the group, the code picks up the phone that began to ring first.
- Dial 117

**REDIAL**

Press *Redial* button to dial the last number dialed or dial *9.

**SEND CALLS**

Directs calls immediately to the next point in coverage (person, group, or voice mail)
- On: Dial *3
- Off: Dial #3

**Transfer**

Transfers a call to another five-digit extension.
- Press *Recall* or *Switchhook* or *Flash* and hear dial tone. The present call is put on hold.
- Dial the extension number to which the call is to be transferred, hear ringback tones.
- Remain on the line and announce the call. (If there is no answer or the line is busy, return to the held call by pressing *Recall* or *Switchhook* or *Flash* two times.
- Hang up. The transfer is complete.

**VOICEMAIL**

Internal: Dial 7-8611
External: Dial 312.567.8611

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**Tips and Tricks**

**AFTER HOURS**

Reach someone on Main Campus after hours by dialing 312.567.3000 and listening for prompt 2 to dial an extension, if known, or dial an extension by spelling the name. Use the comprehensive After Hours menu to reach departments and other campuses within two menu choices.

**DURING OR AFTER HOURS**

Reach someone during or after hours when http://phonebook.iit.edu is not in reach by calling 312.567.8686 or 7-8686 internally to spell name of the party to reach. Note, the party must have a voice mailbox, because this is a voice mail system function.