GENERAL INFORMATION

When using a code to activate features that do not appear on a button of your set you will need to dial the appropriate feature code. Other features will be labeled on a specific button.

Business Sets have standard feature buttons. These features are:

RLS
- RELEASE BUTTON
- Disconnects your call

VOL UP/VOL DOWN
- VOLUME CONTROL
- Increase or decrease the volume of sound

HOLD
- HOLD
- Places a call on hold

TRANSFER
- TRANSFER
- Switchhook function

TONES & SIGNALS
- DIAL TONE
- SPECIAL DIAL TONE
- CONFIRMATION TONE
- REORDER TONE
- (Fastbusy)

STANDARD FEATURES

CALL TRANSFER
Allows you to transfer a call to another station number.

Transferring a call
To transfer a call:
PRESS: TRANSFER
DIAL: Third Party*
Announce the call
PRESS: TRANSFER
Hang Up

Consultation Hold
To transfer a call but consult privately with the third party:
PRESS: TRANSFER
DIAL: Third party*; consult privately

To return to original party:
PRESS: RLS
PRESS: Directory number to return to original call

Three–Way Conference
To add third party to an existing call:
PRESS: TRANSFER
DIAL: Third party*
PRESS: TRANSFER
All three parties are connected

*Busy, no answer or wrong number, press RLS then directory number to return to original call.

CALL FORWARDING
Allows you to immediately forward your calls to a designated station number. Your phone will not ring when this type of forwarding is activated.

Button activated:
PRESS: CALL FORWARD
DIAL: Station number where calls are to be forwarded

To cancel call forward:
PRESS: CALL FORWARD

**By Pressing CALL FORWARD twice, your calls will forward to the previously programmed number.

Code activated:
PRESS: Directory number
Listen for dial tone
DIAL: *83
Dial station number where calls are to be forwarded
PRESS: RLS

To deactivate call forward:
PRESS: Directory number
Listen for dial tone
DIAL: #83
PRESS: RLS
Call forward is now cancelled

Call Forward–Busy Line
Call Forward–Busy Line forwards your calls, when your line is busy, to an assigned station number.

To program call forward busy
Code activated
Listen for dial tone
DIAL: *85
DIAL: Station number
PRESS: RLS
To cancel Call Forward–Busy
PRESS: Directory number
Listen for dial tone
DIAL: #85
PRESS: RLS

Call Forward–No Answer
Call Forward–No Answer forwards your calls to an assigned station number if you do not answer within three rings.

To program Call Forward–No Answer code activated
PRESS: Directory number
Listen for dial tone
DIAL: *86
DIAL: Station number
PRESS: RLS

To cancel Call Forward–No Answer
PRESS: Directory number
Listen for dial tone
DIAL: #86
PRESS: RLS

CALL PICKUP
Call Pickup allows you to answer another ringing telephone in your Call Pickup Group.

Button activated
PRESS: Directory number
Listen for dial tone
PRESS: PICKUP
Begin conversation*

Code activated
PRESS: Directory number
Listen for dial tone
DIAL: *78
Begin conversation*

*SAn immediate connection is made.

SPEED CALLING—SHORT
To place calls quickly without dialing the complete telephone number (10 Number List).

To program speed calling list
Button Activated
PRESS: SPEED 10
(Do not lift handset)
DIAL: Speed calling index code (0-9)
DIAL: Number to be stored
PRESS: SPEED 10
Repeat procedure to establish or change additional numbers

To call a programmed number
PRESS: Directory number
Listen for dial tone
DIAL: SPEED 10
DIAL: Index code of stored number

To call a programmed number
PRESS: Directory number
Listen for dial tone
DIAL: *75
DIAL: Number to be stored
DIAL: #
Hang up or RLS
Repeat procedure to establish or change additional numbers

To delete a programmed number
PRESS: SPEED 10
DIAL: Index code of stored number
DIAL # - Number will be deleted

GROUP INTERCOM
Group Intercom enables you to call another person within your group by dialing their intercom number.

To make a group intercom call
PRESS: I/C Group
DIAL: Intercom number

To make a group intercom call
And activate the speaker
PRESS: I/C Group
DIAL: Intercom number
PRESS: I/C Group a second time
Ringing stops; the called station's speaker is activated.
Deliver message*

*If the called party is on the line, the speaker will not activate; you will continue to hear ringing.
INTERCOM
Establishes an intercom call between two business sets.

To make an intercom call
PRESS: I/C Direct
Hear ringing: wait for silence
Deliver message*

To receive an intercom call:
Hear ringing - set will answer automatically
Receive message over speaker
If an answer to the message is required, lift handset to respond

*If the called party is on the line, the speaker will not activate; you will continue to hear ringing.

LAST NUMBER REDIAL
Last number redial allows a station user to redial the last number called.

To activate last number redial
PRESS: Directory number
Listen for dial tone
DIAL: ##

AUTOMATIC DIALING
This feature allows you to program ONE frequently called number so that it can be automatically dialed by pressing a single key.

To program automatic dialing:
PRESS: Auto Dial; LCD Flashes
DIAL: Number to be stored
PRESS: Auto Dial; LCD goes out

To call a programmed number:
PRESS: Directory number
Listen for dial tone
PRESS: Auto Dial
Number is automatically dialed

To delete a programmed number and leave space vacant:
PRESS: Auto Dial
PRESS: #
Stored number will be deleted

RING AGAIN
Ring Again will notify you when a previously busy internal station becomes free and will dial the call for you automatically.

To activate ring again:
Button Activated
PRESS: Directory number button
Listen for dial tone
DIAL: Station number, hear busy tone
PRESS: Ring Again, hang up*
You will be called back

When you are called back:
Hear ringing, lift handset
Listen for dial tone
PRESS: Ring Again
The called (busy) station will ring
Wait for answer

To deactivate ring again:
PRESS: Ring Again

*You may receive or originate calls while waiting for the Ring Again request.

OPTIONAL FEATURES

AUTO CALLBACK
To redial the last person who called you:
PRESS: Directory number
Listen for dial tone
DIAL: *69
Telephone will redial last number that called you.

DIRECTED CALL PARK
Allows you to “park” a call against a station number and to retrieve the call from another station number.

To activate Directed Call Park:
PRESS: Dir Park
Button Activated
DIAL: Station number the call is to be parked against**
Place the handset in its cradle

To retrieve a parked call from ANY station:
Listen for dial tone
DIAL: #72
DIAL: Station number where call is “parked” against
Resume conversation***

**You may receive or originate calls while call is parked.
***If the call is not retrieved within a preset time, it will return to the station from which it was originally parked.

To activate Directed Call Park:
PRESS: TRANSFER
Code Activated
DIAL: *72
DIAL: Station number you are parking against
Hang up*

*You may receive or originate calls while call is parked.
To retrieve a parked call from ANY station:
LISTEN for dial tone
DIAL: #72
DIAL: Station number where call is parked against
Resume conversation**

**If the call is not retrieved within a preset time, it will return to the station from which it was originally parked.

DIRECTED CALL PICKUP
Allows you to answer any station.

Code Activated ONLY
PRESS: Directory number
LISTEN for dial tone
DIAL: #78
DIAL: Number of ringing station
Begin conversation

MESSAGE WAITING - VOICE MAIL
This feature is a visual indicator that you have a new message in your voice mail box. Callers receive a personalized announcement. If a message is recorded—your MSG WAIT lamp will light.

To retrieve voice mail messages:
If Msg Wait Lamp is ON
PRESS: Directory number, listen for dial tone
PRESS: Msg Wait
The voice mail system will tell you how many messages you have and how to retrieve them.
When all messages have been retrieved, Msg Wait will extinguish.
If Msg Wait Lamp is OFF
PRESS: Directory number
Listen for dial tone
DIAL: 4-7474 (Voice Mail System)

RING AGAIN PLUS
Ring Again will notify you when a previously busy number becomes free and will dial the call for you automatically. This applies to campus and local numbers only.

To activate Ring Again:
PRESS: Directory number button
LISTEN for dial tone
DIAL: Phone number, hear busy tone
PRESS: Ring Again Plus, hang up
You will be called back*

When you are called back:
Hear ringing, lift handset
LISTEN for dial tone
PRESS: Ring Again Plus
The called (busy) station will ring
Wait for answer

To deactivate ring again plus
PRESS: Ring Again Plus

*You may receive or originate calls while waiting for the Ring Again request.

SETTING DATE AND TIME ON TELEPHONE SET (5316) ONLY
(Do not lift handset)
Note: If a call rings in during programming, it will be necessary to start the process over from the beginning.
Verify that Central Office (C.O.) features are enabled.

To verify:
PRESS: Program button
PRESS: Bar under touch pad until you see C.O. Features
PRESS: Hold button
If you see Disabled, press bar again to change to Enabled
PRESS: Hold
PRESS: Program button to exit.
You are now ready to make time and date change
PRESS: Program button
PRESS: Bar to scroll to time and date SET
PRESS: Hold button, cursor flashes on DD, etc. fill in day, month and year
Use two digits in each area
Set hour and minutes the same way
(Use military clock if programming in PM)

PRIVACY RELEASE
Even if your Directory number appears on another telephone set, your Directory number is private. If you want to release privacy, activate the Privacy Release Feature.

To add another appearance to a call that is in progress:
PRESS: Priv RLS
Lamps on other telephones will flash
One person may enter the call.
PRESS: Priv RLS to add additional persons one at a time.
It is necessary to complete all areas even if some of current information is correct. If you only enter part of the information, the program will not reset.

Press: Hold to save new information
Press: Program button or RLS button to end program

If time and date are not displayed in the format you prefer follow directions below to change format

To select the time and date format
Press: Program button
Scroll to time and date format by pressing the bar below touch pad
Press: Hold

Format selection includes:
Month, Day and Time
Day, Month, Time
Month, Day, Year and Time

Time can be displayed as Military (24 HR) time if you choose that format, or normal time.

After choosing format: Press: Hold to save selection
Press: Program button or RLS to exit programing
Correct information should be displayed in a few seconds

SPEED CALLING-LONG
To place calls quickly without dialing the complete telephone number.
(30 Number List)

To program speed calling list:
Press: Speed–30
(Do not lift handset)
Dial: Speed calling index code (00—29)
Dial: Number to be stored
Press: Speed–30
Repeat procedure to establish or change additional numbers

To call a programmed number:
Press: Directory Number
Listen for dial tone
Press: Speed–30
Dial: index code of the stored number

To delete a programmed number and leave space vacant:
Press: Speed-30
Press: Dial index code of stored number
Press: # key. Number will be deleted.

To program speed calling list:
Press: Directory number
Code Activated
Listen for dial tone
Dial: *76
Dial: Speed calling index code (00—29)
Dial: Number to be stored
Dial: #
Hang up or RLS

Repeat the procedure to establish or change additional numbers.

To call a programmed number:
Press: Directory number
Listen for dial tone
Dial: *+ index code of the stored number

To delete a programmed number:
Press: *76
Dial: index code of stored number
Press: # to delete number and leave space vacant

STATION CONTROLLED CONFERENCE
Station Controlled Conference allows you to establish a conference call consisting of up to 6 parties.

To activate conference:
Press: Conf 6*
Code Activated
Dial: Number of new conferee
Press: Conf 6
(You are already talking and wish to establish a station controlled conference)

Repeat above steps to add each additional conferee, OR if the party answers and does not wish to be added to the conference, OR if the conferee line is busy:

Press: RLS
Press: Directory number
You are back with the Conference Call

* A reorder (busy) tone is heard if a conference bridge is unavailable.
** A conference tone (single ring) is heard by all conferees as a new conferee is added.

To activate conference:
Press: *73*
Dial: Number of conferee
Conferee answers and wishes to be added to the conference call.
Press: Transfer
Dial: *73
You and the conferees are in a conference call
Press: Transfer
DIAL: Number of second conferee
Conferee answers and wishes to be added to the conference call.**
PRESS: Transfer
DIAL: *73
You and the conferees are in a conference call

Repeat above steps for each additional conferee.

To release a conferee: 
PRESS: Transfer
DIAL: #73
Use this procedure only if busy, no answer, or conferee doesn't want to be added.

*A reorder (busy) tone is heard if a conference bridge is unavailable.
**A conference tone (single ring) is heard by all conferees as a new conferee is added.

CALL WAITING
Call Waiting allows a station user, already talking on the phone, to be informed by a tone when another call is waiting to reach the station.

Button Activated
PRESS: Call Wait
This automatically puts the first call on hold
You are connected to the second call
PRESS: Directory number to return to the original caller*

To deactivate either call: 
PRESS: RLS while connected to the call

*You are connected with the first call and the second call is on hold. You may flip flop between the two calls as many times as you desire by alternately pressing the Call Waiting key and Directory Number key.

CANCEL CALL WAITING
Cancel Call Waiting permits the station to block any Call Waiting attempts during the duration of the call.

Listen for dial tone
DIAL: #77
DIAL: Station Number

*If a call has already been established you may still invoke the Cancel Call Waiting feature by Pressing the Transfer key and then dial the cancel code. After a .3 second delay the original connection is re-established.

DIAL CALL WAITING
Dial Call Waiting permits a station to impose a Call Waiting tone on a busy single line set.

To activate dial call waiting: 
DIAL: Station number of busy station
PRESS: Dial call waiting
Wait for called party to answer

To deactivate dial call waiting: 
Place handset in the cradle or press RLS

MAKE SET BUSY
Make Set Busy allows users the option of making their (station number) line busy to incoming calls. When the Make Set Busy is activated, the station user may continue making outgoing calls and activate other features.

To activate make set busy: 
PRESS: Make Busy
Make Set Busy lamp will light
Incoming calls will receive a busy signal

To deactivate make set busy: 
PRESS: Make Busy
Make Set Busy lamp will extinguish
Incoming calls will complete to line

To activate make set busy: 
Listen for dial tone
Code Activated
DIAL: *81

To deactivate make set busy: 
Listen for dial tone
DIAL: #81

FEATURE CODES

AUTO CALLBACK ................................................................. *69
CALL FORWARD
Activate ............................................................................... *83
Deactivate ........................................................................... #83
CALL FORWARD BUSY
Activate ............................................................................... *85
Deactivate ........................................................................... #85
CALL FORWARD NO ANSWER
Activate ............................................................................... *86
Deactivate ........................................................................... #86
CALL PICKUP ....................................................................... *78
CANCEL CALL WAITING ................................................. #77
DIRECTED CALL PARK ................................................... #72
Call Park Retrieve .............................................................. #72
DIRECTED CALL PICKUP .................................................. #78
**ACCESS CODES**

**UNIVERSITY OF NOTRE DAME**
LISTED NUMBER............................................................. 631-5000
NOTRE DAME OPERATOR..................................................... “0”

**MORRIS INN**
LISTED NUMBER............................................................. 631-2000

**INTERNAL STATION TO STATION DIALING**
UNIVERSITY OF NOTRE DAME.......................................... 1+XXXX
STUDENTS............................................................................. 4+XXXX

**LOCAL CALLS** ............................................................. 8+7 DIGIT NUMBER
**LONG DISTANCE CREDIT CARD CALL** ......................... 8+0
**LONG DISTANCE CALLS** ................................................. 8+1+AREA CODE+7 DIGIT NUMBER

**AT&T OPERATOR ASSISTANCE** (Long Distance)............... 8+0
**AT&T OPERATOR ASSISTANCE** (International) ................. 8+00

**LOCAL INFORMATION** ............................................. 8+1+411

**ALL EMERGENCY CALLS** ............................................... 911
**ALL EMERGENCY CALLS TDD/TTY** ............................... 1-8TDD

**TELEPHONE AND CABLE TV REPAIR**
UNIVERSITY OF NOTRE DAME......................................... 1-8111 option 2

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**IMPORTANT PHONE NUMBERS**

**DIAL 911 IN EMERGENCIES**
**EMERGENCIES TDD/TTY 1-8TDD**

Give the following information when reporting emergencies:

1. The location of the victim(s) or emergency situation.
2. Name of the victim(s).
3. Name of party placing emergency call.
4. Telephone extension of party placing emergency call.
5. Facts concerning the victim or emergency situation.

**NOTRE DAME**
Information.............................................................................. 631-5000
All Emergency Calls .............................................................. 911
All Emergency Calls TDD/TTY ................................................ 631-8TDD

**Non-Emergency Security Calls:**
Students ............................................................................... 631-5555
Faculty/Staff .......................................................................... 631-5555
Urgent Maintenance Request .............................................. 631-8888
Safewalk............................................................................... 634-2583
Southwest: 634-7113, North: 634-7114, or 4-BLUE
East Gate.............................................................................. 631-7271
Main Gate.............................................................................. 631-7276
Office of Student Affairs ..................................................... 631-5550
Registrar’s Office ................................................................. 631-7043
University Health Services .................................................. 631-7497 / 7567
University Student Accounts ............................................. 631-7113
Employee Assistance Program ......................................... 1-888-267-8126

**SAINT MARY’S**
Information (Directory Assistance) ..................................... 284-4000
Fire (ND Fire Department) .................................................... 631-5555
Security (Report an Emergency) ......................................... 911
Non-Emergency Security Calls .......................................... 284-5000
Health Services................................................................. 284-4805

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Other Important Numbers
South Bend Police Department ................................................. 235-9361
Sheriff ...................................................................................... 235-9611
Indiana State Police
Road Conditions ........................................................................ 546-3154
Local Post .................................................................................. 546-4900
Crisis Hotline (24 Hours) ............................................................. 234-0061
Memorial Hospital ...................................................................... 647-1000
St. Joseph's Medical Center ......................................................... 237-7111
Time & Temperature .................................................................. 234-7121

To Reach A Number Outside Of Your Prefix
631= Notre Dame Faculty and Staff
634= Notre Dame Students
284=SMC Faculty, Staff and Students

Notre Dame On Campus Calls:
Dial 1+ four digit number for Faculty and Staff
Dial 4+ four digit number for Students

The ICS Voice Services Help Desk
To reach the help desk dial 1-8111 option 2 or e-mail helpdesk.1@nd.edu

To reach the TDD/TTY help desk - 4-3921
Please call the HELP DESK when:
*You need assistance or have a question about Voice Mail
*You need a passcode reset
*You do not wish to have a Voice Mailbox
*You need information on telephone features
*You need telephone instrument repair
*You need AT&T and/or campus directories
*You need assistance or repair of cable TV

World Wide Web Home Page
All of the dialing instructions and other pertinent information regarding the ICS Voice Service Department can be accessed through the Internet under OIT Voice Services.

The Internet Address is: http://oit.nd.edu/telecommunications

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### FREQUENTLY CALLED NUMBERS

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