

# Station-User Guide For Single Line Telephones

University of Hawai'i  
**Telecommunications**  
2545 McCarthy Mall, Bilger Addition 503  
Telephone 66033, Fax 65150  
Trouble/Repair Reporting, Dial "0"

## INTRODUCTION

This guide provides instructions on the use of the single-line telephone instruments in the University of Hawaii's SL-1 Telephone System. The information in this guide applies to the following telephone instruments:

- Unity II Single Line Telephone
- Unity II Re-dial Single Line Telephone
- Unity III Single Line Telephone
- Unity Featured Business Terminal Telephone
- Unity VII Single Line Telephone with Integrated Speakerphone
- M8003 Single Line Telephone
- M8004 Single Line Telephone
- M8009 Single Line Telephone
- M8314 Single Line Telephone with Integrated Speakerphone and Display
- M9316 Single Line Telephone with Integrated Speakerphone and Display

For additional information, please refer to the following manuals:

- Unity II Business Terminal Operation Features
- Unity II Re-dial Business Terminal User Guide
- Unity III Featured Business Terminal User Guide
- Unity Featured Business Terminal User Guide
- Unity VII Handsfree Featured Business Terminal User Guide
- M8003 Installation and User Guide
- M8004 Installation and User Guide
- M8009 Installation and User Guide
- M8314 Installation and User Guide
- M9316 Installation and User Guide

## CONTENTS

---

TERMS .....	1	CALL FORWARDING .....	6
TONES .....	1	Activating Call Forwarding	
Dial Tone		Canceling Call Forwarding	
Special Dial Tone		CALL BACK QUEUING .....	7
Reorder Tone		Activating Call Back Queuing	
Distinctive Ringing Tone		Canceling Call Back Queuing	
Attendant Camp-on Tone		CALL PARK .....	8
USING YOUR TELEPHONE .....	2	Parking a Call	
Answering Calls		Retrieving Parked Calls	
Placing Calls		RING AGAIN .....	9
On Hook Dialing		Activating Ring Again	
Memory Keys		Canceling Ring Again	
PLACING CALLS .....	3	CALL PICKUP .....	9
On-network Call		LAST NUMBER RE-DIAL .....	10
Off-network Call		MESSAGE WAITING .....	10
Calls to Campus Operator		Retrieving Messages	
Calling Restrictions		SPEED CALLING .....	11
Calls Requiring Authorization Codes		Using Speed Calling	
HOLDING CALLS .....	4	Programming Speed Call Numbers	
Permanent Hold		SPEED CALL DIRECTORY .....	12
Hold with HOLD Key		INDEX .....	12
Consultation Hold			
TRANSFERRING CALLS .....	5		
Call Transfer			
CONFERENCE CALLS .....	6		
Establishing a Conference			

## TERMS

---

**Station:** A telephone, either on- or off-network, that is served by a dedicated station line.

**On-network Station:** A station that is tied to the University's telephone system and can be called by other on-network stations by dialing a 5-digit station number. To call an on-network station from an off-network station, add the prefix "95" to the 5-digit on-network station number.

**Off-network Station:** A station that is not tied directly to the University's telephone system and thus must be accessed through the local public telephone network or a long-distance service provider.

**Extension Station or Extension:** A telephone connected to a station that shares a station line.

**Station Line:** The dedicated wires that connect a station to the University's telephone system.

**Trunk or Outside Line:** A communications path between the University's telephone system and the public network. A call between an on-network station and an off-network station uses one trunk.

**LINK Key:** The **LINK** key is used to initiate features from single-line stations. Listen for the special dial tone before entering feature codes.

## TONES

---

### DIAL TONE

A steady continuous tone which indicates that you may commence dialing.

### SPECIAL DIAL TONE

Three beep tones followed by a steady dial tone which indicates you may proceed with the activation of a feature.

### REORDER TONE

A *fast* busy tone indicates the telephone system is unable to perform the feature you requested; an improper key sequence has been entered; or all trunks are busy. A *regular* busy tone indicates the on-network or off-network station you are trying to reach is currently off-hook without voice mail or forward on busy.

### ATTENDANT CAMP-ON TONE

One quick beep tone heard during conversation informs you the campus operator has extended an incoming call to your station. If you wish to receive the incoming call, complete your present call within 60 seconds of hearing the camp-on tone, hang up and wait for your phone to ring. If you do not complete your present call within the 60 seconds, the incoming call will be returned to the campus operator.

## USING YOUR TELEPHONE

---

### TO ANSWER A CALL

**What to do:**

Lift the handset.  
Begin speaking to the party.

**Listen for:**

Ring

### TO PLACE A CALL

**What to do:****What to do:**

Lift the handset.  
Enter the telephone number.

**Listen for:**

Dial tone  
Ring tone

### ON HOOK DIALING (Unity III, VII and M8314 only)

On Hook Dialing permits you to initiate a call without lifting the handset. Call progression tones are heard through the one-way only speaker. When the called party answers you must lift and use the handset to converse.

The Unity VII and M8314 has two-way speaker capability and can be used with or without lifting the handset.

**What to do:**

Press the line key.  
Enter the telephone number.  
Wait for the party to answer.  
Lift the handset.

**Listen for:**

Dial tone  
Ring tone

Note: If you receive a busy signal, no answer, or make an error in dialing; press **Rls** to disconnect.

## USING YOUR TELEPHONE

---

### PROGRAMMABLE MEMORY KEYS (Unity III, Unity Featured Business Terminal, Unity VII, M8009, M8314, and M9316 only)

The procedures for programming the memory keys differ slightly for the Unity III, Unity Featured Business Terminal, and Unity VII, M8009, M8314 and M9316. Please refer to the Northern Telecom User Guide of each telephone for step-by-step instruction.

## PLACING CALLS

---

### ON-NETWORK CALLS

On-network calls are calls made to telephones or stations that are connected to the University's telephone system.

**What to do:**

Lift the handset.  
Enter the 5-digit  
station number.

**Listen for:**

Dial tone  
Ring tone

Note: The on-network number is the last five digits of the seven-digit telephone number.

Example: The station number for 956-6033 is 66033.

### OFF-NETWORK CALLS

Off-network calls are calls made to telephones or stations outside the University's telephone system. To complete such calls, you are required to access the public network of the local telephone company.

**What to do:**

Lift the handset.  
Enter 9 + 7-digit number.

**Listen for:**

Dial tone  
Ring tone

**Inter-island calls:**

Direct dial: Enter 9 + 1 + 808 + number.  
Operator assisted: Enter 9 + 0 + 808 + number.  
Directory Assistance: Enter 9 + 1 + 808 + 555-1212.

## PLACING CALLS

---

**Mainland calls:**

Direct dial: Enter 9 + 1 + Area Code + number.  
Operator assisted: Enter 9 + 0 + Area Code + number.  
Directory Assistance: Enter 9 + 1 + Area Code + 555-1212.

**International calls:**

Direct dial: Enter 9 + 011 + Country Code +  
City Code + number.  
Operator assisted: Enter 9 + 01 + Country Code + City  
Code + number.

Long Distance Directory Assistance: Enter 9 + 00.

### CALLS TO CAMPUS OPERATOR

**What to do:**

Lift the handset.  
Enter 0.

**Listen for:**

Dial tone  
Ring tone

### CALLING RESTRICTIONS

Some stations may be restricted and may not allow all types of calls.

### CALLS REQUIRING AUTHORIZATION CODES

Certain types of calls or calls from certain stations require the entry of an authorization code. The seven-digit authorization code must be entered prior to dialing the called party.

**What to do:**

Lift the handset.  
Enter 16.  
Enter the 7-digit authorization  
code.  
Enter the number.

**Listen for:**

Dial tone  
Dial tone  
Ring tone

## HOLDING CALLS

---

### **PERMANENT HOLD**

Permanent Hold places a call on hold and allows the replacement of the handset without disconnecting the call.

Use this feature to place calls on hold so that the party on the line will not hear your activity while waiting.

#### TO PLACE A CALL ON PERMANENT HOLD:

**What to do:**

Press **LINK**.

Enter **#4**.

Replace handset.

**Listen for:**

Special dial tone

#### TO RETRIEVE A CALL ON PERMANENT HOLD:

**What to do:**

Lift the handset.

Begin speaking to the party.

Note: When you have placed a call on permanent hold, the system will remind you the call is on hold with a one-second burst of ring tone every 60 seconds.

When you place someone on permanent hold, you tie up your station line and persons calling your station will receive a busy tone. You will not be able to use your phone to place another call.

If you do not replace the handset after placing a call on Permanent Hold, the party on the line will be able to hear the background noise generated at your location.

## HOLDING CALLS

---

### **HOLD (WITH HOLD KEY)**

The Unity III, Unity Featured Business Terminal, Unity VII, M8009, M8314 and M9316 telephones have HOLD keys. Momentarily depress this key to place a call on Permanent Hold. The reminder tone will not be given when the HOLD key is used.

#### TO PLACE A CALL ON HOLD WITH THE HOLD KEY:

**What to do:**

Press **HOLD**.

Replace the handset.

#### TO RETRIEVE A CALL ON HOLD:

**What to do:**

Lift the handset or press **Rls** if handset was not previously replaced.

Begin speaking to the party.

## HOLDING CALLS

---

### CONSULTATION HOLD

Consultation Hold places a call on hold and then allows you to call another party either on- or off-network for private consultation.

Use Consultation Hold to privately obtain information from a third party at another station while on a call.

#### TO CONSULT WITH A THIRD PARTY:

**What to do:**

Ask the first party to wait.

Press **LINK**.

Enter the third party's number.

Consult privately with the third party.

**Listen for:**

Special dial tone

Ring tone

Note: If you receive a busy signal, no answer, or make an error in dialing; press **LINK** to return to the first party.

#### TO RETURN TO THE FIRST PARTY:

**What to do:**

If the third party is an on-network station, wait for the third party to hang up. You are reconnected to the first party.

If the third party is an on-network voice mailbox and you do not want to leave a message, press 83. You are reconnected to the first party.

If the third party is an off-network station, press **LINK**.

You are reconnected to the first party.

## TRANSFERRING CALLS

---

### CALL TRANSFER

Call Transfer allows the transfer of calls without the assistance of the campus operator. Calls may be transferred to either another on-network station or to the campus operator.

Use Call Transfer to redirect calls to other on-network stations.

#### TO TRANSFER A CALL:

**What to do:**

Ask the first party to wait.

Press **LINK**.

Enter the on-network station number.

Announce the call to the third party. Conversation is private.

Press **RI**s and replace handset.

The call is transferred.

**Listen for:**

Special dial tone

Ring tone

Note: If you receive a busy signal, no answer, or make an error in dialing; press **LINK** to return to the first party. If the third party does not want to accept the call, wait for the third party to hang up and you will be reconnected to the first party.

If the third party is an on-network voice mailbox and you do not want to transfer the caller to the mailbox, press 83 and you will be reconnected to the caller.

## CONFERENCE CALLS

---

### CONFERENCE

Conference allows the addition of a third party to a conversation. The third party may be either an on-network or an off-network station.

Use Conference to hold a conversation among three parties.

#### TO ESTABLISH A CONFERENCE CALL:

##### **What to do:**

Place a call to the first party.

Ask the party to wait.

Press **LINK**.

Enter the number of the third party

Announce the conference call to the third party. Conversation is private.

Press **LINK**.

All three parties are now connected.

Note: If you receive a busy signal, no answer, or make an error in dialing; press **LINK** to return to the first party.

If the third party is an on-network voice mailbox and you do not want to conference the caller with the mailbox, press 83 and you will be reconnected to the caller.

If your third party is at an off-network number, you must enter the off-network dialing sequence, for example **9** + 7-digit number for local off-network locations, regardless of whether your first party is on or off-network.

##### **Listen for:**

Special dial tone

Ring tone

## CALL FORWARDING

---

### CALL FORWARDING

Call Forwarding redirects incoming calls to another location. These other locations are usually other on-network stations but may include off-network locations if external Call Forwarding is allowed at your station.

Use Call Forwarding to have incoming calls ring at another location.

#### TO ACTIVATE CALL FORWARDING:

##### **What to do:**

Lift the handset.

Enter **#1**.

Enter the 5-digit station number or the off-network telephone number.

Replace the handset.

Calls will now ring at the new location until you cancel the request.

#### TO CANCEL CALL FORWARDING:

##### **What to do:**

Lift the handset.

Enter **#1**.

Replace the handset.

Call Forwarding is now canceled.

##### **Listen for:**

Dial tone

Dial tone

Dial tone

Dial tone



## **CALL BACK QUEUING**

---

### **CALL BACK QUEUING**

When all outside trunks are busy, on-network users originating calls to off-network stations will receive the fast busy tone. When this occurs, Call Back Queuing allows users to be placed in a queue for the first available outside trunk. As soon as a trunk is available, the system will ring the user's station and dial the requested telephone number.

Activate Call Back Queuing when encountering a fast busy tone while attempting to place an off-network call. Be sure to cancel Call Back Queuing if you decide to leave your station before the system calls back.

#### TO ACTIVATE CALL BACK QUEUING:

<b>What to do:</b>	<b>Listen for:</b>
Lift the handset.	Dial tone
Enter <b>9</b> + off-network telephone number.	Fast busy tone
Press <b>LINK</b> .	Special dial tone
Enter <b>11</b> .	Dial tone
Replace the handset.	

#### WHEN YOU ARE CALLED BACK:

<b>What to do:</b>	<b>Listen for:</b>
Lift the handset.	Distinctive ring
Wait for the party to answer.	Ring tone

## **CALL BACK QUEUING**

---

### TO CANCEL CALL BACK QUEUING:

<b>What to do:</b>	<b>Listen for:</b>
Lift the handset.	Dial tone
Enter <b>12</b> .	Dial tone
Note:	Call Back Queuing works only for busy (fast busy tone) outside trunks, not for busy (slow or regular busy tone) outside numbers.

## CALL PARK

---

### CALL PARK

Call Park places calls on hold without tying up your station, freeing your station to originate or receive other calls and provides the ability to retrieve the parked call from another on-network station.

Use Call Park to park calls at your own station line or on other on-network stations. Parking calls on your own line allows you to receive other incoming calls without disconnecting your original call. Parking calls at other stations allows you to pick up a call at that location to continue a conversation. This is useful when the information being requested by the caller is at another nearby but unattended station.

### PARKING A CALL:

**What to do:**

Ask the party to wait.

Press **LINK**.

Enter **171**.

Enter the optional 5-digit station number if you want to park the call at another station.

Replace the handset.

The call is parked at your station or at the optional station number you entered.

**Listen for:**

Special dial tone

## CALL PARK

---

### RETRIEVING PARKED CALLS:

**What to do:**

Lift the handset.

Enter **172** and the 5-digit number of the station at which the call was parked.

Begin speaking to the party.

**Listen for:**

Dial tone

Note: If the parked call is not retrieved within 120 seconds, the system will ring the original station.

## RING AGAIN

---

### **RING AGAIN**

Ring Again will ring back your station when the on-network station you are trying to reach becomes idle. When you answer the distinctive ring, the system will automatically re-dial the station number.

Use Ring Again if you encounter a busy signal while attempting to reach another on-network station. The system will ring your station when the party you are trying to reach completes the current call.

#### TO ACTIVATE RING AGAIN:

**What to do:**

Lift the handset.  
Enter the 5-digit station number.  
Press **LINK**.  
Enter **11**.  
Replace handset.

**Listen for:**

Dial tone  
Busy signal  
Special dial tone  
Dial tone

#### WHEN YOU ARE CALLED BACK:

**What to do:**

Lift the handset.  
Wait for the party to answer.

**Listen for:**

Distinctive ring

#### TO CANCEL RING AGAIN:

**What to do:**

Lift the handset.  
Enter **12**.  
Replace handset.

**Listen for:**

Dial tone  
Dial tone

Note: The Ring Again request is canceled if you do not lift the handset when you hear the distinctive ring .

## CALL PICKUP

---

### **CALL PICKUP**

Call Pickup allows users to answer an incoming call at another nearby station. The answering station must be in the Call Pickup Group. Call Pickup Groups are programmed in the system and usually consist of stations belonging to members of work groups or departments located in the same general area.

Use Call Pickup to answer calls ringing at a nearby station that is unattended and in the same Pickup Group.

#### TO INITIATE CALL PICKUP:

**What to do:**

Lift the handset.  
Enter **13**.  
Begin speaking to the party.

**Listen for:**

Dial tone

Note: If you receive a fast busy tone after entering **13**, either the ringing station is not in the same Pickup Group, the call has already been answered by another station, or the code was entered incorrectly.

## **LAST NUMBER RE-DIAL**

---

### **LAST NUMBER RE-DIAL**

Last Number Re-dial automatically stores the last telephone number entered from your station and allows re-initiating the call by entering an abbreviated 3-digit code. The telephone number stored may be an on-network station number or an off-network telephone number.

Use Last Number Re-dial to re-initiate or originate calls. Last Number Re-dial is especially useful when the number called consists of a large number of digits; for example, mainland or international calls.

#### TO RE-DIAL:

**What to do:**

Lift the handset.  
Enter **189**.

**Listen for:**

Dial tone  
Ring tone

Note: If you get a busy tone, replace handset and try again at a later time.

## **MESSAGE WAITING**

---

### **MESSAGE WAITING**

Some stations are programmed for message waiting for use in conjunction with Voice Mail, which has the capability of providing the incoming caller a personalized greeting and allows the person to leave a voice message in your mailbox. When a message is left in your mailbox, the system turns on the message waiting indicator. This notifies you that a message is waiting.

#### MESSAGE RETRIEVAL (Upon receiving a message waiting indication):

**What to do:**

Lift the handset.  
Enter the Voice Mail access number (**65600**)  
Respond to Voice Mail prompts.

**Listen for:**

Dial tone  
Ring tone

The Message Waiting Indicator will go off when you retrieve all new Voice Mail messages.

Please refer to separate Voice Mail System User Guide for detailed instructions.

## SPEED CALLING

---

### **SPEED CALLING**

Speed Call permits you to place calls from a programmed list of frequently called numbers by entering a two-digit code instead of the entire telephone number.

One station within the Speed Call Group, designated the Speed Call Controller, is the programming station. This is the only station that can add, erase, or change numbers on the group's Speed Call List. Only members of the Speed Call Group can access the group's Speed Call List.

Contact your Telecom Coordinator for the two-digit codes of the numbers on your group's Speed Call List.

#### TO USE GROUP SPEED CALL:

**What to do:**

Lift the handset.

Enter #3.

Enter the two-digit code  
**(00-99)**

**Listen for:**

Dial tone

Ring tone

#### TO PROGRAM SPEED CALL (Speed Call Controller only):

**What to do:**

Lift the handset.

Enter #2.

Enter the two-digit code **(00-99)**.

Enter the telephone number you  
wish to store on the list.

Replace the handset.

**Listen for:**

Dial tone

Dial tone

## SPEED CALLING

---

Note: To change a Speed Call number, reprogram the existing number.

To erase a Speed Call number, lift the handset, enter #2, and the code of the number to be erased. Press \* and the number will be erased.

