

UTC Telecommunications Information Sheet

The listed features will take affect November 1, 2004.

Using your phone ①

SH used below stands for "switchhooking," an operation completed by quickly depressing and releasing the button your handset rests upon. On some phones a "flash" button accomplishes the same task.

On-campus calls

Dial 4-digit extension number

Transfer calls to another extension

SH, dial 4-digit extension number. You may hang up when the other extension rings. If you wait until the extension is answered, the caller will not be connected until you hang up.

Cancel transfer

To stop transfer: SH.

Hold

To put on or take off hold: SH, dial 33. Do not hang up the phone until you are ready to resume the call. When you hang up, the phone will resume ringing.

Callback or queue

Upon receiving a busy signal on an internal call or when attempting to get an outside line: SH, dial *66, hang up. Your phone will ring when the extension or the line is free. Lift handset and phone will automatically dial the desired number.

Answering call waiting

Upon hearing the tone: SH.
This will connect you with the incoming call.
To resume the original call: SH.

Pick up

To answer a ringing phone in your group: dial *55
Outside your group: dial *44 + 4-digit extension.

Conference calls

To initiate a conference call (three parties total):
Call party A. After party A answers, SH.
Call party B. After party B answers, SH.
Both parties will be connected.

Call Forwarding

To have calls automatically forwarded to another extension: remove handset, dial *11 + 4-digit extension to receive calls.
To cancel this feature: dial #11, replace handset.

Remove handset, dial *22 + 4-digit extension to receive calls.

To cancel this feature: dial #22, replace handset.

To forward calls when there is no answer on your extension:

Remove handset; dial *77 + 4-digit extension to receive calls. This allows your phone to ring three times and then be forwarded to another number.

To cancel this feature: dial #77, replace handset.



Using Campus Voicemail ☒

Student voicemail boxes will be added at the beginning of every semester. Faculty and staff should call 425-5284 to have a voicemail box added to the system. Voicemail problems should be reported to 425-4784.

Setup

Dial 1777 and follow the prompts. Prompt for security code dial 0000 (default security code)

Activating Voicemail

For voicemail to answer after so many rings, dial *77 1777

For voicemail to answer when phone is in use, dial *22 1777 (This will turn off call waiting feature)

To cancel voicemail, dial #77 or #22 respectively.

Using Voicemail

Your phone, dial 1777, enter security code
Other campus phone (with voicemail), dial 1777, *, #, mailbox number, security code
Off campus, dial 425-1777, #, mailbox number, security code
Mailbox number is your 4 digit extension (your phone number)
for help, * to exit

Shortcuts

After mailbox is accessed

- ★ Change message, 3132
- ★ Out of Office Greeting 3133
- ★ Change security code, 314
- ★ Set up message reminder, 311

Check out <http://www.jtd.utc.edu> for more info

To report a telephone problem please call 4784, or e-mail Telecomm@utc.edu.

To forward calls when your extension is busy: