Telephone System Features

I. Placing Calls

➤ Dialing Out
   a. Local Calls: 9 + (area code) + XXX - XXXX
   b. Long Distance Calls*: 9 + 1 + (area code) + XXX – XXXX
   c. International Calls*: 9 + 011 + (country code) + (int'l number)

*Please note: call types marked with an asterisk require special dialing permissions. If you need to make this type of call and are unable to do so, or if you need to be assigned an SDN access code for international dialing, please contact your immediate supervisor.

Calling Card Calls

If you need to place a call which should be charged to your personal calling card, please use the 800 access number for your personal long distance provider. This 800 number is usually printed on the back of your calling card.

Operator Assisted Calls

It is not possible to place a 0+ call from our campus. If you require the assistance of a local or long distance operator, please call the switchboard by dialing 0.

➤ Priority Calling

To place a priority call (3-burst ring)

➤ Press Priority button (or *11)
➤ Dial extension number

II. Transferring Calls

➤ Transfer to Extension

To send present call to another extension

▪ Press Transfer; call is automatically put on hold.
▪ Dial number to which call is to be transferred.
▪ Press Transfer again.
▪ Hang up.
Transfer to Voicemail

- Press Transfer; call is automatically put on hold.
- Dial *88.
- Press Transfer again.
- Hang up.

III. Conference Calls

- Parties of Six or Less

Conference Calls (to add another party to a call-for up to six parties Conference Calls):

- Press <CONF> [dial tone]
- The present call is put on hold, and you are given a new call appearance; all of the other parties remain connected to each other.
- Dial the number of the new party and wait for an answer.
- You can privately discuss the call with the new party at this time; if there is no answer or the line is busy, pressing the extension on hold to return to the held call.
- Press <CONF> again.
- All parties are now connected.
- Repeat Steps 1 through 3 for additional conference connections.

- Parties of Six or More

To place a bridged conference call with more than five people, go to the Business Services’ Telecommunications page: http://www.nova.edu/cwis/bsv/. Click Telecommunications, Conference Calls. To use the InterCall system, a PIN is required. You can also contact Elisa Serio (Ext. 8725) or Julissa Reynos (Ext. 8515) in NMB Building Operations for additional information and instructions.

IV. Forwarding Calls

- Call Forward All Calls

To temporarily redirect all calls to another extension:

- Press Call Forward button (or press *22).
- Dial extension where calls are to be sent.
- Hang up.

To Cancel Call Forward:

- Press Call Forward button (or press #22)
➢ Send All Calls (SAC)

To send all calls (except priority calls) immediately to coverage:
- Press the SAC button (or dial *33).
- To cancel send all calls.
- Press the SAC button again (or dial #33).

V. Additional Phone Features

➢ Call Pickup

To answer a call placed to a member of your call pickup group
- Press Call Pickup button (or dial *77)
- You are connected to party

➢ Hold

To put a call on hold
- Press Hold.
- To answer a new call while active on another.
- Press Hold.
- Press call appearance.

➢ Mute

To prevent other party from hearing you
- Press Mute; red light goes on.
- When you are ready to resume conversation with other party, press Mute again; red light goes off.

➢ Redial

To call the last number dialed.