

**Instructions for Telephone Users,  
Telephone Extension Facility Code  
Instruction Card**



# Instructions for Telephone Users

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# Instructions for Telephone Users

The following instructions apply to telephone users connected to the Riccarton telephone exchange.

## 1 Tones

- 1.1 **Dial Tone** is a highly pitched continuous tone which tells you that the system is ready for instruction. It will time out and change to number obtainable after ten seconds. Dial tone can be regained by pressing the **Recall Button R** or by replacing the receiver and starting again.
- 1.2 **Holding Dial Tone** is also continuous but at a higher pitch. It indicates that you have a caller on **Hold** whilst you dial another extension.
- 1.3 **Interrupted Dial Tone** reminds you that a feature call such as **Call Diversion** has been set up on your extension.
- 1.4 **Engaged Tone** is a low pitched tone telling you that the number you have dialled is busy or the exchange lines are all in use.
- 1.5 **Number Unobtainable** is a low pitched tone telling you that the number or feature you require is unobtainable or not available from that telephone extension.
- 1.6 **Switching Successful Tone** is a repeated tone which tells you that the feature you have set up on your telephone has been accepted by the system, e.g. **Call Diversion**.
- 1.7 **Camp-on Pulse** is one short low tone, heard when an operator or a member of your Communication Group is camping on your extension.

## 2 Making a Call

### 2.1 Internal Calls:

- a) To initiate an internal call, lift the handset and listen for the dialling tone.
- b) Select extension number you require and listen for ringing tone.

2.2 **External Calls** via the British Telecom network are made by keying **9** followed by the telephone number you require. Your access to these services is governed by the **Class of Service** which your extension has been allocated. If your extension is not allowed access to the British Telecom network you will receive a **Number Unobtainable** tone during keying.

2.3 **Secondary Dial Tone** - There will be no **Secondary Dial Tone** and there will be a **Post Dialling** delay before the connection is complete. You will then hear the number ringing.

3 **Call Transfer** - You have the ability to transfer calls to another telephone extension without going through the telephone exchange operator.

3.1 **When to do it** - If you receive a call and the call wishes to speak to someone else on another extension.

3.2 **How to do it** - You are speaking to a caller on an internal or external call:

- a) tell the caller you will transfer him and ask him to wait;
- b) press the **Recall Key R** and listen for the **Holding Dial Tone**;
- c) select the number of the extension you require;
- d) when the person you are calling answers, announce the caller to be transferred;
- e) hang up.

**Note:** If the called extension is not answered or is busy or the person called does not wish to take the call you may return to the outside caller by pressing the **Recall Key R** and selecting keys \*1.

## 4 Enquiry Call

4.1 **What it does:** This facility enables you to hold a call you are already making and make an **Enquiry Call** to another extension, outside number or private wire, without losing the first call and without the caller hearing.

## 4.2 How to do it:

- a) ask the caller to **Hold**;
- b) press the **Recall Key R** and listen for the **Holding Dial Tone**;
- c) select the extension number or external number of the person you wish to consult;
- d) when this call is answered make the necessary enquiry;
- e) to connect with the original caller press the **Recall Key R** to obtain dial tone.
- f) Select keys **\*1**.

Your are now connected to your original caller.

**Note:** If the person with whom you have consulted stays on the line you can alternate between them by reconnecting dial tone and selecting keys **\*1** (neither caller can hear your conversation with the other). To disconnect current party and return to held party press keys **R\*\*1**.

## 5 Conference

### 5.1 What it does:

A **Conference Call** enables up to six telephone users to speak to each other at one time.

### 5.2 How to do it:

You are already in communication with the **First Party** of the conference -

- a) press the **Recall Key R** and listen for the **Holding Dial Tone**;
- b) select the extension or outside number of the person to be added;
- c) inform the person who is going to join the conference;
- d) press the **Recall Key R** to receive dial tone and select keys **\*4**: this call is now joined to the conference.

**Note:** If two **Private Wires** or one **Private Wire** and one **Public Exchange Call** is connected to the conference, the rest of the conference is restricted to telephone extensions.

## 6 Call Holding

### 6.1 What it does:

**Call Holding** places a call on **Hold** at your extension until you wish to reconnect. You can hang up meanwhile.

### 6.2 When to use it:

If you want to interrupt a telephone conversation to have a private office discussion you can place the caller on **Hold** and hang up. After discussion you can reconnect to the caller.

### 6.3 How to do it:

- a) ask the caller to hold;
- b) press the **Recall Key R** and listen for the **Holding Dial Tone**;
- c) select keys **\*9** - you will hear the **Switching Successful Tone** to indicate the party is on **Hold**. You can hang up and you normally have 75 seconds to re-establish connection before being automatically recalled.

The call is now on **Hold**.

- d) to reconnect, lift the handset - you will receive **Holding Dial Tone**;
- e) select keys **\*1** - you will then be reconnected with the caller.

## 7 Call Parking

### 7.1 What it does:

**Call Parking** enables you to place a call on hold at another extension and reconnect yourself to the calling party at that extension.

### 7.2 When to use it:

If you wish to take a call at another extension, for instance, you have answered a call away from your desk and you need to consult a file in your office, this facility enables you to **Park** the call at **your** extension without causing the telephone to ring.

### 7.3 How to do it:

- a) ask the caller to hold;
- b) select the **Recall Key R**;
- c) when you hear the **Dial Tone** select keys **\*1** then the number of the extension where you wish to park the call. On receiving **Switching Successful Tone**, hang up:
- d) the call is now parked on another extension, and you have approximately 75 seconds to re-establish connection before ringing commences on the parked extension.
- e) to reconnect, lift the handset on the parked extension, and listen for the **Holding Dial Tone**;
- f) select keys **\*1** - you will then be reconnected with the caller.

## 8 Camp-on Busy

### 8.1 What it does:

This facility holds a call to a busy extension line and rings your extension when it is free.

### 8.2 When to use it:

If you are making a call to an extension and receive **Busy Tone**.

### 8.3 How to do it:

- a) press the **Recall Key R** and listen for **Dial Tone**;
- b) select keys **#1**: you will receive **Switching Successful Tone**.

If you try to **Camp-on** to more than one extension at a time you will receive a **Number Unobtainable Tone**, you cannot **Camp-on** to more than one extension at a time.

- c) replace your handset;
- d) when the extension you have **Camped-on** becomes free your telephone will give one long (**2 second**) ring;
- e) pick up your telephone - the extension you want will ring as for a normal **Internal Call**.

**Note:**

- i) Several calls may be **Camped-on** to your extension.
- ii) An operator-initiated **Camp-on** always takes precedence.
- iii) The **Busy Extension** will receive a **Camp-on** warning **Bleep** advising that a party has **Camped-on** his extension. The **Camped-on** extension then has the option of accepting your call before clearing his existing party.

### 8.4 How to Cancel:

Pick up your telephone, await **Dial Tone** and select keys **##1**.

## 9 Camp-on - No Reply

### 9.1 What it does:

**Camp-on - No Reply** will enable you to tell the system to let you know when an extension becomes available.

## 9.2 When to use it:

If you are making a call to an extension and there is no reply.

## 9.3 How to do it:

### Called Extension Ringing

- a) select the **Recall Key R** and listen for the **Dial Tone**.
- b) select keys **#1** - you will receive **Switching Successful Tone** - if you try to **Camp-on** to more than one extension you will receive a **Number Unobtainable Tone**. You cannot **Camp-on** to more than one extension at a time;
- c) replace handset;
- d) when the called extension is next used and the handset replaced, your telephone will give one long (**2 second**) ring;
- e) pick up your telephone: the extension you want will ring as for a normal **Internal Call**.

**Note:** Several calls may be camped on to your extension.

## 9.4 How to Cancel:

Pick up your telephone, await **Dial Tone** and select keys **##1**. You will receive **Switching Successful Tone**.

## 10 Wait on Busy

### 10.1 What it does:

**Wait on Busy** allows you to wait on the line of a busy extension.

### 10.2 How to use it:

The **Called** extension is busy: you receive **Engaged Tone**.

- a) select the **Recall Key R** and listen for the **Dial Tone** and select keys **\*\*6**.
- b) the called party will receive a warning **Bleep** informing the party of a waiting call. The party then has the option of:-
  - i. replacing their handset and accepting your call (the called extension will start to ring and you will receive Ring Tone in your hand set);
  - ii. asking the original caller to hold on and connect to you by selecting keys **R\*1**.
  - iii. Ignoring you.

## 11 Response to Intrusion Tone

If you are on a call and you hear Bleep, it means that a call has been **Parked-on** or **Camped-on** to your extension or an **Operator Intrusion** is about to take place.

**11.1 Short Bleep** indicates that a caller has **Parked-on** or **Camped-on** to your extension. You may accept the **Camped-on** or **Parked-on** call without losing your existing called party.

**11.2 An Extended Bleep** signifies that after one second an **Operator Intruder** will become coupled to your call. The presence of the **Intruder** in your call will be indicated by a slow background tick. The operator will only intrude in a state of **Dire Emergency** and will announce their presence to the called party.

### 11.3 How to do it:

To accept a **Camped-on** or **Parked-on** call and later return to your original conversation:-

- a) ask the original caller to hold on;
- b) select the **Recall Key R** and listen for the **Holding Dial Tone**;
- c) select keys **\*1**. You will receive the **Camped-on** call.

To revert to your original call:-

- d) select the **Recall Key R** and listen for the **Holding Dial Tone**;



- e) select keys \*1: you are back to your original call.

**Note:** To accept a call where the **Operator Intrusion** has been made, you can ask the party in your established conversation to hang up and the intrusion will revert to a normal call or alternatively hang up and you will be automatically rung.

## 12 Call Pick-Up

### 12.1 What it does:

**Call Pick-up** enables an extension to answer a call ringing at any other extension providing you know the other extension number.

### 12.2 When to use it:

**Call Pick-up** is used when you hear an extension ringing at an empty desk; you do not have to walk over to answer it. **Call Pick-up** enables you to intercept that call from your own extension.

### 12.3 How to do it:

An unattended extension is ringing -

- a) lift your handset and wait for **Dial Tone**;
- b) select keys \*3 followed by the ringing extension number: you will then be connected to the caller.

## 13 Group Pick-Up

### 13.1 What it does:

If your telephone extension is one of a **Pick-up Group** covering a number of telephones in your area this enables you to answer a call ringing on another telephone extension in the **Pick-up Group**.

### 13.2 When to use it:

You may answer an unattended ringing telephone extension the Group by using a simple code.

### 13.3 When to do it:

An unattended ringing telephone extension in your **pick-up Group** is ringing -

- a) lift your handset and wait for the **Dial Tone**;
- b) select keys \*\*3 - you will then be connected to the caller.

## 14 Call Diversion

### 14.1 What it does:

**Call Diversion** enables calls to your extension to be routed automatically to another telephone extension.

### 14.2 When to use it:

If you wish to leave your own office and have your calls follow you to another extension: or, if you are going to be absent from your office and wish another number to take your calls.

### 14.3 How to do it:

- a) pick up your handset and receive **Dial Tone**;
- b) select keys #9 and the extension number to which you are going or wish your calls transferred. You will receive the **Switching Successful Tone**.
- c) replace your handset. **All calls to your extension now go to the designated number.**

### 14.4 To cancel from your own telephone:

- a) pick up your handset. You will receive **Interrupted Dial Tone**;
- b) select keys ##9. You will receive **Switching Successful Tone**;
- c) hang up your telephone.

#### 14.5 To cancel from remote telephone:

- a) pick up the handset of the remote extension. You will receive **Dial Tone**;
- b) select keys **#9\*** followed by your own extension number, followed by key **#**. You will receive **Switching Successful Tone**;
- c) hang up your telephone.

#### 14.6 If you are going to yet another office:

- a) pick up the telephone of the remote extension. You will receive **Dial Tone**.
- b) select keys **##9** followed by your own extension number, followed by key **\***, followed by the new extension number, followed by key **#**. You will receive **Switching Successful Tone**;
- c) hang up the telephone.

### 15 Busy Extension Diversion

#### 15.1 What it does:

**Busy Extension Diversion** enables calls to your extension to be routed automatically to another extension if your extension is **Busy**.

#### 15.2 When to use it:

If you wish your calls to be forwarded to someone else when your own extension is **Busy**.

#### 15.3 How to do it:

- a) pick up your handset and receive **Dial Tone**;
- b) select keys **#0** and the extension you wish your calls to be forwarded to. You will receive the **Successful Switching Tone**.
- c) replace the telephone.

#### 15.4 Cancel Busy Extension Diversion

- a) lift handset and receive **Dial Tone**;
- b) select keys **##0**. You will receive the **Switching Successful Tone**.

### General

The aforementioned facilities are used by all basic configured telephones. Additional facilities are available and will be provided as required within the telephone system.

## Quick Reference Card

### ISDX Facility Codes

R = Recall

x = Follow with extension number

### Rotary Telephones:

\* Dial 11

\*\* Dial 13

# Dial 12

## Dial 14

Transfer	R	x		
Enquiry	R	x	with party on hold	
Cancel Enquiry	R	*	*	1
Reconnect Held Party	R	*	1	
Hold	R	*	9	
Park	R	*	6	x
Conference	R	x	R	* 4
Call pick Up	*	3	x	
Group Pick Up	*	*	3	
Direct Extension Select	*	5	x	
Wait on Busy	R	*	*	6
Camp-on Busy	R	#	1	
Camp-on Ring - No Reply	R	#	1	
Cancel Camp-on	#	#	1	
Save Number dialled	R	#	4	
Call Saved Number	#	7		
Call Diversion	#	9	x	
Cancel Call Diversion	#	#	9	
Busy Extension Diversion	#	0	x	
Cancel Busy Diversion	#	#	0	
System Abbreviated Dial	#	6	+ digits	
Extension Abbreviated Dial	#	3	+ digits	
Do Not Disturb	#	5		
Cancel Do Not Disturb	#	#	5	
Operator	0			
Public Exchange	9			
Common Night Service	8			

