Analogue handset quick reference guide

Analogue handsets
There are a number of different analogue handsets still available across RMIT. This guide only gives the key sequences used for special functions where there is no special key to perform the functions. For information on the specific handset models, refer to the Telephony and Voicemail website.
Note: Not all functions will be available on all analogue telephones. To have features activated, contact the IT Service Desk.

Basic functions
Make a call
1. Lift the handset or press the Handsfree key.
2. Dial the extension number, or dial 0 and the external number.
Note: Dial 9 for Operator.
End a call
1. Replace the handset or, if you are using the speaker phone, press the Handsfree key.
Answer a call
1. Lift the handset or press the Handsfree key.
Hookflash feature
Most in-call functions are accessed using a feature called hookflash. A hookflash is used to indicate that the key presses that follow are commands to the telephone system. Some handsets have a key to perform this function, often labelled Recall. If there is no key, quickly pressing and releasing the button that hangs up the phone will generate a hookflash.
Place a call on hold (may not be active on all handsets)
1. Press the Recall key while connected, then dial *9 and hang up.
2. To retrieve the call, lift the handset or press the Handsfree key.
Mute
1. Press the Mute key (flashing red light shows the microphone is disabled)
2. To turn on the microphone, press the Mute key again.
Redial last number
1. Lift handset and press the Redial key. The last used number will be redialed.

Call forward
Activate ‘call forward’
1. Lift the handset or press the Handsfree key.
2. Dial #9 followed by the number (50852 to forward to voicemail) and a #. A special confirmation tone will be heard if successful.
3. Hang up.
Cancel ‘call forward’
1. To cancel the call forward, lift the handset or press the Handsfree key and dial ##9.
2. Hang up.

Transfer a call
1. While on a call, press the Recall key. The call will be placed on hold and a dial tone will be heard.
2. Dial the required number (prefix with 0 for external calls).
Note: If the person you are trying to transfer the call to is busy or not answering, press the Goodbye key and press the Line key to retrieve the original call
3. Announce the caller when the call is answered.
4. Hang up to complete the transfer.
Clear transfer and return to the caller
1. Hang up, then lift the handset and press the Recall key to return to the call.

Blind transfer
1. Press the Recall key while connected to the caller
2. Dial the required number (prefix with 0 for external calls), and hang up when the ring tone is heard. The call will be transferred.

Activate ‘call forward’ from a remote telephone
1. Lift the handset or press the Handsfree key.
2. Dial *#92 followed by the telephone’s password and extension number of the telephone to be forwarded. A special confirmation tone will be heard if successful.
3. Dial the extension number to which calls are to be forwarded followed by #. A second confirmation tone will be heard. Hang up. If a fast busy tone is heard, hang up and retry.
Cancel ‘call forward’ from a remote telephone
1. Dial #*92 followed by the password and extension number of the telephone.
2. Hang up.

Conference calls
Conference
1. Dial or answer the call from the first party
2. Press the Recall key. The first call will be placed on hold.
3. Dial the number for the second party. You may talk privately when the call is answered. If the extension is busy, not answering or if an error is made when dialling press the Recall key to return to first call.
4. Press the Recall key to join the calls.
5. Repeat the above steps to add callers. Up to six people can take part in the conference call.
Exit conference
If you wish to exit the call:
1. Replace the handset or press the Handsfree, key if you were on speaker phone. The remaining parties will continue in the conference.
Call pick-up

Group call pick-up
To answer a call in your designated call pick-up group:
1. Lift the handset or press the Handsfree key.
2. Dial **3 to pick up a ringing call.

Direct call pick-up
1. Lift the handset or press the Handsfree key.
2. Dial *3 and the extension number to pick up a colleague’s call who is not in your call pick-up group.

STD/ISD

To make an STD/ISD call
1. Dial **4 then the 4-digit authorisation code, followed by 0 for an external number, followed by the STD/IDD number including the country/area code.

Store a number

To store a frequently-used number (may require activation)
1. Lift the handset or press the Handsfree key.
2. Dial #4 and the number to be saved. (Only one number can be saved).
3. Replace the handset or press the Handsfree key.

To store a number during a call, or when busy tone is heard:
1. Press the Recall key and then dial #4.

To dial the stored number:
1. Lift the handset or press the Handsfree key and then dial #7.

System speed call

To dial a number stored in the System speed call list
1. Lift the handset or press the Handsfree key.
2. Dial #6 followed by the entry number in the call list. The number stored will be dialled automatically.

Personal speed call

To dial a number stored in a Personal Speed Call list (may require activation)
1. Lift the handset or press the Handsfree key.
2. Dial #3 followed by the entry number in the list. The number stored for the entry will be dialled automatically.

To program an entry in a Personal speed call list (may require activation)
1. Lift the handset or press the Handsfree key.
2. Dial ##3 followed by the entry number to be stored and the telephone number to store. No tone will be heard if stored successfully; fast busy tone will be heard if it is not stored.

Note: Speed call lists have a defined size, and the entry number must have the number of digits relative to the list size. If the list size is between 1-10 items, they are numbered 0-9. Lists of 10-100 items require 2 digits, 00-99, and for lists with greater than 100 items up to the maximum size of 1000, three digits, 000-999, are required for the entry number.

Call back

To enable ‘Call back’ after hearing a busy ring tone.
1. Press the Recall key and then dial #1.
2. When the destination becomes available, your phone will sound a tone. Lift the handset within six seconds and the number will redial automatically.

To cancel ‘Call back’
1. Lift the handset or press the Handsfree key and dial ##1.

Changing call redirection numbers

To change the number that calls are forwarded to (may require activation):
1. Lift the handset or press Handsfree key.
2. Dial **5 followed by the telephone password.
3. Enter the number of the option to be changed:
   - 1 to change the number for Forward if no answer
   - 2 to change the number for Hunt
   - 3 to change the number for Forward if no answer for external calls
   - 4 to change the number for Hunt for external calls
   - 5 to change the number for Ringing cycle
4. Enter the new value for the selected option.
5. Replace the handset or press the Handsfree key.

Troubleshooting

- Telephony and voicemail website: www.rmit.edu.au/staff/it/telephone
- IT Service Desk web: www.rmit.edu.au/its/ithelp
  email: itservicedesk@rmit.edu.au
tel: 992 58888