**Telecommunication Services**

**Quick Reference for Model 8405 and 8410 Telephones**

### Answering and Placing Calls

**Answering Incoming Calls**
- Lift the handset or
- Press the Speaker button (two-way speaker)

1 ring - internal call
2 rings - external call
3 rings priority call
Tone - intercom call

**Placing Outgoing Calls, Dial**
- Internal and between Main, DTC, ID, Rice, IITRI Life Sciences:
  - 5-digit extension
- Local: 9 + number
- Long Dist: 9 + 1 + area code + number
- International: 9+011+ country code + international number

There may be a delay when placing long-distance or international calls; the system is waiting for a long-distance code. If you do not have one, see your department budget manager to obtain access.

### Telephone Features

**Call Forward**
Forward calls to another extension on campus:
- Lift handset, press Menu, then Next
- Press CFwd in Menu
- Dial extension to which calls are to be sent

Cancel forward:
- Lift handset, press Menu, then Next
- Press CFwd and hang up

**Conference**
For each additional party added to an existing call (total of 6 parties, including yourself):
- Press Conf
- Dial internal or external number
- Wait for party to answer
- Press Conf

If no answer, retrieve call by pressing flashing extension button.

Note: Five total parties can be gathered, and the call can be transferred to another extension (conference room)

**Conference Active Call with a Call on Hold**
While on the extension of active call:
- Press Conf
- Press extension of first call holding
- Press Conf

**Directory**
- Press Dir button or Menu, then Dir
- Spell last name of person to dial
- Press Next (either to scroll through directory
- Press Call Display to dial number

**Drop**
Press Drop to disconnect from a call and obtain new dial tone without hanging up handset or to disconnect last party added to conference call

**Exit (See Menu)**

**Hold**
Press Hold to put call on hold to answer another call, make a call, or perform another task; the display changes to origin of second call.

Return to held call, by pressing flashing extension

**Last (Redial)**
Press Menu, then press Last to dial last number called

**Menu**
- Press Menu to use more features
- Press Next, or Prev, to navigate
- Press Exit to clear display or exit from Menu

**Message Lamp (Envelope Light)**
New voice mail messages are waiting

**Mute Speaker or Handset**
- Press Mute to prevent other party from hearing you (red lamp on).
- Press Mute again to resume talking (red lamp off)

**Next (See Directory and Menu)**

**Ring**
Choose among eight ringing patterns
- Press Shift or Ring
- Press Hold to cycle through rings
- Press Shift to choose desired ring pattern

**Send Calls**
Directs calls immediately to the next point in coverage (person, group, or voice mail)
- On: Press Send Calls (lamp on)
- Off: Press Send Calls (lamp off)

**Speaker**
- One Way: Press Speaker (listen only)
- Two-Way: Press Speaker to place or answer a call without lifting handset
- Change from speaker to handset: Lift handset and talk
- Change from handset to speaker: press Speaker and hang up

**Speaker Reset**
- Press Shift, then Speaker if light next to Speaker button flutters due to power outage
- Press Shift, then Speaker to reset speaker if phone was moved to another location in room

**Test**
Press and hold down Test to cycle through phone display and lamps

**Time/Date**
Press Time/Date to display or
Press Menu then TmDay

**Transfer**
- Press Transfer
- Dial target extension
- Announce the call
- Press Transfer

If no answer or voice mail is not desired, return to original call by pressing flashing extension button

**Transfer to a Voice Mailbox**
Person in call coverage path transfers caller to original person’s voice mail: Press Transfer, then dial 133

**Voice Mail**
- Internal: Press Voice Mail button or Dial 7-8611
- External: Dial 312.567.8611

**Volume Up/Down**
While sound is present, (ring, handset, speaker), choose one of eight volume settings
- Press right half of Volume Up/Down button (up arrow) to raise volume
- Press left half of button (down arrow) to lower volume

### Tips and Tricks

**After Hours**
Reach someone on Main Campus after hours by dialing 312.567.3000 and listening for prompt 2 to dial an extension, if known, or dial an extension by spelling the name. Use the comprehensive After Hours menu is to reach departments and other campuses within two menu choices.

**During or After Hours**
Reach someone during or after hours when http://phonebook.iit.edu is not in reach by calling 312.567.8686 or 7-8686 internally to spell name of the party to reach. Note, the party must have a voice mailbox, because this is a voice mail system function.