

Single Line Features

911 Lift handset Press 911 for UNM Police	Conference Call Depress switch hook Dial the number After the 2nd party answers, depress the switch hook All 3 parties should be connected
Call off campus local number Lift handset Press 9 Press the number you want to dial xxx-xxxx	Directory Assistance (Non-UNM billable) Lift handset Press 8 (you will hear an unbroken tone) Press 6 digit private long distance dialing code xxxxxx (you will hear a dial-tone) Press the number you want to dial 1411 for local or long distance 1 + area code xxx + 555-1212
Call on campus number Lift handset Press 2, 5 or 7 (depends on the exchange; our numbers begin with 272-xxxx, 277-xxxx, or 925-xxxx) Press the extension you want to dial xxxx	Hold Depress switch hook Press *5 & place receiver on desk Hang up or depress the switch hook to return to the call
Call long distance number Lift handset Press 8 (you will hear an unbroken tone) Press 6 digit private long distance dialing code xxxxxx (you will hear a dial-tone) Press the number you want to dial 1 - xxx - xxx - xxxx	Hold & Consult Depress switch hook Press the 5 digit extension When the consulting party hangs up you are automatically connected back to the first party
Call Pickup Phones must be pre-programmed to be in a group & physically close enough for persons to be able to hear another phone ringing Lift handset Press *0 You should be able to hear the caller of the phone that was ringing	Operator Lift handset Press 0 for UNM On Campus Operator
Call Forward - Busy Lift handset Press #3 (you will hear a stutter dial tone) Press 5 digit extension of where you want your calls to be answered if you are on the phone Hang up	Transfer Depress switch hook Dial the 5 digit extension Announce the call and hang up
Call Forward - No Answer Lift handset Press #4 (you will hear a stutter dial tone) Press 5 digit extension of where you want your calls to be answered if you are not present Hang up	Voice-mail check from your extension Lift handset If there is a voice-mail message you will hear a stutter dial-tone Press 79997 Press your pass-code
Call Forward - All Calls Lift handset Press #2 (you will hear a stutter dial tone) NOTE: THIS OVER-RIDES #3 AND #4 - your phone will NOT ring Press 5 digit extension of where you want your call to be answered all the time Hang up	Voice-mail check from a different extension Lift handset Press 79997 Press * followed by your 5 digit extension Press your pass-code
Clear Call Forward - Busy Lift handset Press *3 (if there is no forwarding set, you will hear a fast busy signal) Hang up	Voice-mail check from an off campus number Dial 277-9997 (or 505-277-9997 if calling long distance) Press * followed by your 5 digit extension when you reach the message center Press your pass-code
Clear Call Forward - No Answer Lift handset Press *4 (if there is no forwarding set, you will hear a fast busy signal) Hang up	
Clear Call Forward - All Calls Lift handset Press *2 (if there is no forwarding set, you will hear a fast busy signal) Hang up	