

UB TELEPHONE QUICK GUIDE

- › UB MAIN NUMBER: 410.837.4200
- › Most features of the Nortel phones are accessed through the keys on the phone, including the 4 soft keys at the bottom of the display screen. Look to the soft keys to provide context-sensitive commands.
- › Visit www.ubalt.edu/phone for online documentation.

PHONE DIRECTORIES

Voice Dial Directory

1. Dial x5900 or, from off campus 410.837.5900.
 2. Say the name of the person you wish to call.
- TIPS: Press the **star** key to connect immediately after name confirmation. Press the **Pound** key to hear the extension number of the person you're calling.

Personal Directory - Adding Entries

1. Press **Directory** key and select **Personal Directory**.
2. Press the **Add** soft key.
3. Use the dial pad to enter the name.
4. Press the **Next** soft key.
5. Enter the phone number.
6. Press the **Done** soft key.

Access Your Personal Directory

1. Press the **Directory** key and select **Personal Directory**.
2. Use the **Navigation** keys to locate the number.
3. Press the **Dial** soft key.

CALL HANDLING

Placing a Call on Hold

1. With caller on the line, press the **Hold** key or the line key. The line will flash, indicating the call is on hold.
2. Press the line key to retrieve the call.

Transfer

1. With caller on the line, press **Trans** soft key.
 2. Dial extension you wish to transfer to.
 3. Press **Trans** again to release the call to the other extension.
- TIP: If you need to cancel the transfer, press the line key for the original call.

Forward All Calls to a Different Extension

Activate

1. Press the **Fwd** soft key.
2. Dial the extension.
3. Press **Fwd** again.

Deactivate: From your phone, press the **Fwd** soft key.

Call Park

Use call park to place caller on hold and pick up the call from another phone.

1. With caller on the line, press the **Park** soft key. Check your display for the Park Number. You need the 4-digit number to retrieve the call.
2. Press **Park** again.
3. To retrieve the call, lift the handset, dial the 4-digit park number. If a call is not retrieved within 4 minutes, it will ring back to the original line.

CONFERENCE CALLS

3 Party Conference

1. With first party on the line, press the **Conf** soft key.
 2. Dial the number of the person you want to add to the call. When answered, you can speak privately with this person before beginning the conference call.
 3. Press **Conf** to join all callers.
- TIP: If you cannot reach the person press **Goodbye** key, then press the line key of the original call.

Conference Calls of 4 or More Callers

1. Talk to your departmental contact who will provide you the steps for scheduling. The Call Center can look up your departmental contact.
2. Contact the Call Center at least 2 days in advance to reserve the Polycom speaker phone, if needed.

AUTODIAL AND VIRTUAL OFFICE

Program AutoDial Keys

1. Press an **AutoDial** key.
 2. Enter the phone number you want to store.
 3. Press the same **AutoDial** key.
- TIP: Press a programmed autodial key to quickly dial the stored number.

VIRTUAL OFFICE

Available upon request, the Virtual Office feature allows you to access many of your phone's features—directories, voice mail, autodial—from another UB phone and have your extension follow you to a temporary office. Contact the OTS Call Center if you want Virtual Office enabled.

The following instructions work only after Virtual Office access is requested:

Log In to Virtual Office

1. From the remote phone, press the **Services** key.
2. Use the **Navigation** keys to scroll to **Virtual Office**.
3. Press the **enter** key, the button in the middle of the navigation keys.
4. Enter your extension.
5. Press **enter**.
6. Enter your Virtual Office password.

Log Out of Virtual Office

1. From the remote phone, press the **Services** key.
2. Use the **Navigation** keys to scroll to **Virtual Office Logout**.
3. Press the **enter** key.

POWER FAILURE PHONE LOCATIONS

In the event of a power failure in the building, your phone will likely lose power. The following locations are equipped with special Power Failure Transfer (PFT) phone sets which can be used in the case of an emergency:

Academic Center	<ul style="list-style-type: none">• security desk in lobby• room 045 (Public Safety)• room 332 (Office of the President)• 15 and 15J (Plant Operations)
Business Center	security desk in lobby
Charles Foundation	1 st floor hallway, near stairs
Chase Morton	1 st floor, reception desk
Langsdale Library	security desk in lobby
Law Center	security desk in lobby
Liberal Arts Building	lobby
Student Center	reception desk in lobby
40 West Chase	1 st floor, reception desk
1030 North Charles	3 rd floor, reception desk
1107 Cathedral	2 nd floor
1304 Saint Paul	security desk in lobby