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 * key to connect immediately after name confirmation.
Press the # 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:

<table>
<thead>
<tr>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Center</td>
<td>• security desk in lobby</td>
</tr>
<tr>
<td></td>
<td>• room 045 (Public Safety)</td>
</tr>
<tr>
<td></td>
<td>• room 332 (Office of the President)</td>
</tr>
<tr>
<td></td>
<td>• 15 and 15J (Plant Operations)</td>
</tr>
<tr>
<td>Business Center</td>
<td>security desk in lobby</td>
</tr>
<tr>
<td>Charles Foundation</td>
<td>1st floor hallway, near stairs</td>
</tr>
<tr>
<td>Chase Morton</td>
<td>1st floor, reception desk</td>
</tr>
<tr>
<td>Langsdale Library</td>
<td>security desk in lobby</td>
</tr>
<tr>
<td>Law Center</td>
<td>security desk in lobby</td>
</tr>
<tr>
<td>Liberal Arts Building</td>
<td>lobby</td>
</tr>
<tr>
<td>Student Center</td>
<td>reception desk in lobby</td>
</tr>
<tr>
<td>40 West Chase</td>
<td>1st floor, reception desk</td>
</tr>
<tr>
<td>1030 North Charles</td>
<td>3rd floor, reception desk</td>
</tr>
<tr>
<td>1107 Cathedral</td>
<td>2nd floor</td>
</tr>
<tr>
<td>1304 Saint Paul</td>
<td>security desk in lobby</td>
</tr>
</tbody>
</table>