

Auto Call Back

- ▶ Depress switch hook and then listen for special dial tone
- ▶ Dial 252 to activate Auto Call Back
- ▶ Listen for confirmation tone and then hang up. Your phone is now free for other calls.
- ▶ When the number you dialed is free, your phone will ring in a triple ring pattern (one long, two short). Pick up the phone. You will hear ringing. At this point the called party will answer.

Call Forward - Activate

- ▶ Pick up handset and listen for a dial tone.
- ▶ Dial 216 to activate Call Forward.
- ▶ Listen for stutter dial tone.
- ▶ Dial the extension to which calls will be forwarded.
- ▶ Hear confirmation tone (two short tones).
- ▶ Replace handset. Calls are now forwarded.

Note: If you hear a busy signal when you activate Call Forward, the feature is either already active or not installed. Cancel by dialing 217, and try to activate again. A second busy signal means that your line does not have the Call Forward option.

Call Forward - Deactivate

- ▶ Pick up forwarded extension.
- ▶ Listen for dial tone. Dial 217.
- ▶ Listen for confirmation tone (two short tones).
- ▶ Call Forward is deactivated. You can now receive calls Note: If you hear a busy signal when you activate Call Forward, the feature is either already active or not installed. Cancel by dialing 217, and try to activate again. A second busy signal means that your line does not have the Call Forward option.

Call Trace

- ▶ Dial 257 immediately after hanging up from a harassing/threatening call. (You must dial 257 each time you would like to trace a call.) Call trace information will then be made available only to Penn Police or other law enforcement agencies.
- ▶ Each time you activate Call Trace, you should then call Penn Police (215-573-3333 or 511 from a campus phone) to report the incident

Call Waiting

To Answer Second Call

- ▶ Depress switch hook and listen for special tone.
- ▶ Press #. First call is on hold. At this point you can talk with the second party.

To Retrieve the First Call

- ▶ Hang up receiver. Phone will ring.
- ▶ Pick up receiver to reconnect to first call.

Temporarily Cancel Call Waiting Before Placing a call

- ▶ Dial 229. Listen for confirmation tone. Dial the number you wish to reach as usual.

Temporarily Cancel Call Waiting during a Call

- ▶ Place the current call on Hold.
- ▶ Dial 229. Listen for confirmation tone.
- ▶ Return to original call.

Three Way Calling

- ▶ While talking, depress switch hook (button on which handset rests).
- ▶ Listen for special tone. Then dial third party's extension.
- ▶ When the third party answers, depress the switch hook again. All parties are connected.

Note: Because this feature is activated on some phone sets by quickly pressing the switch hook, when ending a call, be sure to hold the switch hook down for 3-4 seconds to disconnect your call (rather than activating the three way call feature).

Transfer

- ▶ Depress switch hook (button on which handset rests) and listen for special tone.
- ▶ Dial extension number.
- ▶ Announce transfer, then depress switch hook.
- ▶ Transfer is complete. Hang up.