

Campus Phone Feature Instructions

UWM is served by three distinct Centrex telephone systems. Follow the dialing instructions for your location.

Feature	Standard (S) Optional (O)		Kenwood Campus (Prefix 229)	University Center for Continuing Education (Prefix 227)	Great Lakes Research Facility (Prefix 382)
External Calling (Restrictions may apply)	S		Lift handset...hear dial tone...dial 8 for STS or 9 for all other calls...hear dial tone...dial telephone number.	Lift handset...hear dial tone...dial 8 for STS or 9 for all other calls...hear dial tone...dial telephone number.	Lift handset...hear dial tone...dial 9 for all calls..hear dial tone...dial telephone number.
Call Transfer (To transfer a call)	S	To Activate	Depress switchhook (first call is placed on temporary hold)...hear special dial tone...dial number ¹ ...announce call in privacy...hang up.	Depress switchhook (first call is placed on temporary hold)...hear special dial tone...dial number [1]...announce call in privacy...hang up.	Depress switchhook (first call is placed on temporary hold)...hear special dial tone...dial number ¹ ...announce call in privacy...hang up.
3 Way Calling (To add a third party to an existing call)	S	To Activate	Depress switchhook(first call is placed on temporary hold)...hear special dial tone...dial number ¹ ...announce conference...depress switchhook again... begin conversation.	Depress switchhook(first call is placed on temporary hold)... hear special dial tone... dial number ^[1] ...announce conference...depress switchhook again...begin conversation.	Depress switchhook (first call is placed on temporary hold)...hear special dial tone...dial number ¹ ...announce conference...depress switchhook again...begin conversation.
Consultation Hold (To talk privately with a third party)	S	To Activate	Depress switchhook (first call is placed on temporary hold)...hear special dial tone...dial number ¹ ...converse...when conversation is complete and called party hangs up, original call is reconnected.	Depress switchhook (first call is placed on temporary hold)...hear special dial tone...dial number ¹ ... converse...when conversation is complete and called party hangs up, original call is reconnected.	Depress switchhook (first call is placed on temporary hold)...hear special dial tone...dial number ¹ ...converse...when conversation is complete and called party hangs up, original call is reconnected.

Call Hold (To place a call on hold)	S	To Activate	Ask caller to hold...depress switchhook...hear special dial tone...dial 124 ...hear confirmation tone followed by dial tone...leave handset off hook to keep call on hold...OR...dial another number.	Ask caller to hold...depress switchhook...hear special dial tone...dial 12 ...hear confirmation tone followed by dial tone...leave handset off hook to keep call on hold...OR...dial another number.	Ask caller to hold...depress switchhook...hear special dial tone...dial 124 ...hear confirmation tone followed by dial tone...leave handset off hook to keep call on hold...OR...dial another number.
		To Cancel	Hang up...when phone rings...lift handset to resume conversation.	Hang up...when phone rings...lift handset to resume conversation.	Hang up...when phone rings...lift handset to resume conversation.
Call Forward Variable (To have all incoming calls ring at a different number)	S	To Activate	Lift handset...hear dial tone...dial 121 ...hear second dial tone...dial extension to which calls will be forwarded...hear confirmation tone followed by ringing or busy...if number answers...announce that you are forwarding your calls...if no answer or busy...hang up...your calls will be forwarded. (Call Forward-Variable overrides Call Forward-Busy/No Answer.)	Lift handset...hear dial tone...dial 174 ...hear second dial tone...dial extension to which calls will be forwarded...hear confirmation tone followed by ringing or busy...if number answers...announce that you are forwarding your calls...if no answer or busy...hang up...your calls will be forwarded. (Call Forward-Variable overrides Call Forward-Busy/No Answer.)	Lift handset...hear dial tone...dial 121 ...hear second dial tone...dial extension to which calls will be forwarded...hear confirmation tone followed by ringing or busy...if number answers...announce that you are forwarding your calls...if no answer or busy...hang up...your calls will be forwarded. (Call Forward-Variable overrides Call Forward-Busy/No Answer.)
		To Cancel	Lift handset...hear dial tone...dial 122 ...wait for confirmation...hang up.	Lift handset...hear dial tone...dial 175 ...wait for confirmation...hang up.	Lift handset...hear dial tone...dial 122 ...wait for confirmation...hang up.
Automatic Call-Back (Allows automatic call-back when busy station on campus becomes free.)	S	To Activate	When busy tone is heard...depress switchhook...dial 15 ...hear dial tone...hang up. When busy line is free, phone will ring three short times. ^[2] Lift handset...hear ringing. When party answers, begin conversation. This feature cannot be accessed with call pick-up.	When busy tone is heard...depress switchhook...dial 19 ...hear dial tone...hang up. When busy line is free, phone will ring one long ring and two short rings. ^[2] Lift handset...hear ringing. When party answers, begin conversation. This feature cannot be accessed with call pick-up.	When busy tone is heard...depress switchhook...dial 15 ...hear dial tone...hang up. When busy line is free, phone will ring one long ring and two short rings. Lift handset...hear ringing. When party answers, begin conversation. This feature cannot be accessed with call pick-up.

		To Cancel	Automatically cancels after 30 minutes. OR lift handset...dial 16 ...hear dial tone...hang up.	Automatically cancels after 30 minutes. OR lift handset...dial 19 ...hear dial tone...hang up.	Automatically cancels after 30 minutes. No cancel code is currently available.
Speed Dial (To dial an abbreviated code to reach frequently called numbers.)	S	To Program or Change	Lift handset...hear dial tone...dial 13 ...hear second dial tone...dial the 1 digit code (2-7)...dial the number you wish to store...listen for steady dial tone...hang up...number is now stored.	Lift handset...hear dial tone...dial 13 ...hear second dial tone...dial the 1 digit code (0-9)...dial the number you wish to store...listen for steady dial tone...hang up...number is now stored.	Lift handset...hear dial tone...dial 13 ...hear second dial tone...dial the 1 digit code (2-7)...dial the number you wish to store...listen for steady dial tone...hang up...number is now stored.
		To Use	Lift handset...hear dial tone...dial the 1 digit code (2-7)...dial # (touchtone)...OR...wait for ringing (rotary).	Lift handset...hear dial tone...dial "*" (or 7 using rotary phone)...dial 1 digit code (0-9)...dial # (touchtone)...OR...wait for ringing (rotary).	Lift handset...hear dial tone...dial the 1 digit code (2-7)...dial # (touchtone)...OR...wait for ringing (rotary).
6 Way Conference (A call consisting of 3 to 6 parties)	S	To Activate	Lift handset...hear dial tone...dial the conference code 125 ...listen for the steady dial tone...dial the number of first party...party is automatically connected upon answering. To add next conferee...depress switchhook...hear special dial tone...dial number...announce conference...depress switchhook...begin conversation. Repeat procedure for each conferee to be added...(if the called number is busy or does not answer, hang up...when telephone rings, lift handset and resume conversation with existing conferees.)	Lift handset...hear dial tone...dial the number of first party...party answers...depress switchhook...hear special dial tone...dial 15 . Depress switchhook. Repeat the procedure for each conferee to be added. If called party number is busy or does not answer, depress switchhook...dial the conference release code 16 ...hear special dial tone...dial 15 to be reconnected to the conference or dial the number of the next conferee.	Lift handset...hear dial tone...dial the conference code 125 ...listen for the steady dial tone...dial the number of first party...party is automatically connected upon answering. To add next conferee...depress switchhook...hear special dial tone...dial number...announce conference...depress switchhook...begin conversation. Repeat procedure for each conferee to be added...(if the called number is busy or does not answer, hang up...when telephone rings, lift handset and resume conversation with existing conferees.)
Call Pick-Up (To answer a ringing phone in your group)	O	To Pick-Up (from an idle telephone)	Lift handset...hear dial tone...dial 123 ...the incoming call is now connected to your line...begin conversation.	Lift handset...hear dial tone...dial 11 ...the incoming call is now connected to your line...begin conversation.	Lift handset...hear dial tone...dial 123 ...the incoming call is now connected to your line...begin conversation.

Call Waiting (Signals you that another call is waiting on your line.)	○	To Respond	When call waiting tone is heard...depress switchhook...dial 124 (first call is placed on temporary hold, second call is on the line)...begin conversation. To alternate between calls, depress switchhook...dial 124 . To abandon current caller, hang up...when phone rings, lift handset to resume conversation with remaining caller.	When call waiting tone is heard...depress switchhook...dial 124 (first call is placed on temporary hold, second call is on the line)...begin conversation. To alternate between calls, depress switchhook...dial 124 . To abandon current caller, hang up...when phone rings, lift handset to resume conversation with remaining caller.	When call waiting tone is heard...depress switchhook...dial 124 (first call is placed on temporary hold, second call is on the line)...begin conversation. To alternate between calls, depress switchhook...dial 11 . To abandon current caller, hang up...when phone rings, lift handset to resume conversation with remaining caller.
		To Cancel For One Call	Dial 126 ...hear special tone...dial desired telephone.	Dial 173 ...hear special tone...dial desired telephone	Dial 10 ...hear special tone...dial desired telephone
Call Forward Busy	○		To have calls forward to a predetermined number if your line is busy.	To have calls forward to a predetermined number if your line is busy.	To have calls forward to a predetermined number if your line is busy.
Call Forward Don't Answer	○		To have calls forward to a predetermined number after 3 rings.	To have calls forward to a predetermined number after 3 rings.	To have calls forward to a predetermined number after 3 rings.

1 = if third party does not answer or the line is busy, depress switchhook twice to be reconnected to original party and eliminate busy or ringing sound.

2 = Key systems and certain other types of equipment will ring differently.

