

Quick Reference Telephone Guide

For Single Line Telephones



U.S. MILITARY BASES GUAM

Applicable at the following locations:

Andersen AFB
Naval Base Guam
NCTS Guam/Finegayan

The purpose of this guide is to give you some basic information about your new telephone and its features.

Features

CALL FORWARDING (Activate)

- Pick up the handset.
- Dial feature code *70: (you'll get a unique tone, then dial tone)
- Dial the seven (7) digit number to which you wish to forward your calls.
- Hang up when you hear a confirmation tone

CALL FORWARDING (Cancel)

- Pick up the handset.
- Dial feature code #70:
- Hang up when you hear a confirmation tone.

CALL FORWARD Don't Answer (Activate)

- Pick up the handset.
- Dial feature code *73: (you'll get a unique tone, then dial tone)
- Dial the seven (7) digit number to which you wish to forward your calls.
- Hang up when you hear a confirmation tone

CALL FORWARDING (Cancel)

- Pick up the handset.
- Dial feature code #73:
- Hang up when you hear a confirmation tone.

CALL FORWARD Busy (Activate)

- Pick up the handset.
- Dial feature code *86: (you'll get a unique tone, then dial tone)
- Dial the seven (7) digit number to which you wish to forward your calls.
- Hang up when you hear a confirmation tone

CALL FORWARD Busy (Cancel)

- Pick up the handset.
- Dial feature code #86:
- Hang up when you hear a confirmation tone.

CALL PICKUP

- Pick up the handset.
- Dial the Call Pick-Up feature code – *74, you are connected to the call.

RING AGAIN

After encountering a Busy Signal:

- Press the Flash Key or Flash the hook-switch and you'll get a unique tone.
- Dial feature code *78:
- Hang up when you hear a confirmation tone.
- When the busy station becomes Idle, you will receive a special ringing. Lift the handset and the system will automatically dial the station

Call Hold (HLD)

While on an active call:

- Flash the hook-switch (you'll get a unique tone).
- Dial the Call Hold feature code – *79 and hang up.

To retrieve a held call:

- Pick up the handset.
- You'll be reconnected to the call again.

Call Hold (CHD)

While on an active call:

- Flash the hook-switch (you'll get a unique tone).
- Dial the Call Hold feature code – #78
- You'll get a unique tone, then Dial Tone. This gives you the option to make a call or place the handset on the side. Do Not Hang Up phone, this will give the calling party a ringback tone and your telephone instrument will ring again

To retrieve a held call:

- Pick up the handset.
- Press Flash key if available on your instrument if not, Flash the hook-switch (you'll hear a dial tone) dial #78
- You'll be connected to the call again.

Last Number Redial

- Pick up the handset.
- Dial the feature access *88 or ##
- The last number you dialed will be automatically dialed by the system.

Call Transfer/ 3 Way Conference

- While on an active call, flash the hook-switch and you'll get a unique tone.
- Dial the seven (7) digit number the call is to be transferred to.
- Upon hearing the ring back the transferring station can either:

–Hang up to complete the transfer, or...

- Wait for an answer, and flash the hook-switch once to establish a three-way conference.

Malicious Call Hold Activation

Called Party

- Tap Hook Switch or press Flash Button if equipped.
- Hears Dial Tone,
- Dial *57

VOICE MAILBOX Access

- Dial the Voicemail Pilot Number 355-6245
- Follow the voice prompts. Refer to the voicemail user guide for further instructions. (Voice Mailbox can be subscribed at Navy Base Communications)

Quick Reference Telephone Guide

For Single Line Telephones



U.S. NAVY GUAM



Applicable to Navy provided telephone service at the following locations:

- Nimitz Hill
- Naval Hospital
- Ordnance Annex
- Polaris Point
- Radio Barrigada

The purpose of this guide is to give you some basic information about your new telephone and its features.

Feature Buttons

CALL FORWARDING (Activate)

- Pick up the handset.
- Dial feature code desired:
*70 – Call Forward All Calls
- Dial the seven (7) digit number to which you wish to forward your calls.
- Hang up when you hear a confirmation tone

CALL FORWARDING (Cancel)

- Pick up the handset.
- Dial feature code desired:
#70 – Call Forward All Calls – Cancel
- Hang up when you hear a confirmation tone.

Call Hold

While on an active call:

- Flash the hook-switch (you'll get a unique tone).
- Dial the Call Hold feature code – *93 and hang up.

To retrieve a held call:

- Pick up the handset.
- Dial the Call Hold feature code – *93 and you'll be reconnected to the call.

Send All Calls Activate

- Pick up the handset.
- Dial feature code desired:
*25 – Call Forward All Calls – Cancel
- Hang up when you hear a confirmation tone.

Send All Calls Deactivate

- Pick up the handset.
- Dial feature code desired:
#25 – Call Forward All Calls – Cancel
- Hang up when you hear a confirmation tone.

Last Number Redial

- Pick up the handset.
- Dial the feature access desired *88
- The last number you dialed will be automatically dialed by the system.

Call PICKUP

- Pick up the handset.
- Dial the Call Pick-Up feature code – *74, you are connected to the call.

Call Transfer/ 3 Way Conference

- While on an active call, flash the hook-switch and you'll get a unique tone.
- Dial the seven (7) digit number the call is to be transferred to.
- Upon hearing the ring back the transferring station can either:

–Hang up to complete the transfer, or...

- Wait for an answer, and flash the hook-switch once to establish a three-way conference.

Malicious Call Hold

Called Party

- Tap Hook Switch, or Press Flash Button if equipped.
- Hear Dial Tone
- Dial *57
- Hear Dial Tone again
- Dial your Telephone Number

VOICE MAILBOX Access

- Dial the Voicemail Pilot Number 344-9999
- Follow the voice prompts. Refer to the voicemail user guide for further instructions. (Voice Mailbox can be subscribed at Navy Base Comm)

Auto Callback

After encountering a busy signal:

- Flash the hook-switch and you'll get a unique tone.
 - Dial the Auto Callback feature code – *20.
- Hang up after hearing a confirmation tone.
- When the busy station becomes idle, you will receive special ringing. When you lift the handset, the system will automatically dial the station.
- To cancel Auto Callback, lift the handset and dial the feature code
#20

Quick Reference Telephone Guide

For M5000 series Digital Telephones



U.S. MILITARY BASES GUAM

Applicable at the following locations:

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Naval Base Guam
NCTS Guam/Finegayan

The purpose of this guide is to give you some basic information about your new telephone and its features.

Feature Buttons

CALL FORWARDING (Activate)

- Press Call Forward button. You will hear dial tone.
- Dial the telephone number to which you wish to forward your calls.
- Hang up when you hear a confirmation tone

CALL FORWARDING (Cancel)

- Press Call Forward button.
Call Forward is Cancel

Call Hold

While on an active call:

- *To put a call on hold* - Press *Hold Button*
- *To return to the held call.*
- *Press the call appearance button of the held call.*

Last Number Redial

- Pick up the handset.
- Press # *twice(##)* or dial *88
- The last number you dialed will be automatically dialed by the system.

Call PICKUP

- Pick up the handset.
- Press Call Pickup Button or Dial the Call Pick-Up feature code – *74, and you are connected to the ringing call.

Call Transfer / 3 Way Conference

- While on an active call, Press Transfer Button
- When you hear a dial tone, dial the telephone number to which the call is to be transferred.
- Upon hearing the ring back tone the transferring station can either:
 - Press the Transfer Button and Hang up – Transfer is complete.
 - To announce the call before transferring, wait for the called party to answer, announce the call then press the Transfer Button and hang up – Transfer is complete.

Malicious Call Hold Activation

Called Party

- Press Call Transfer Button (3WC), hears dial tone
- Dial *75
- Hang up telephone set

VOICE MAILBOX Access

- Dial the Voicemail Pilot Number 355-6245
- Follow the voice prompts. Refer to the voicemail user guide for further instructions. (Voice Mailbox can be subscribed at Navy Base Communications)

Quick Reference Telephone Guide

For 2410 & 2420 Digital Telephones



U.S. NAVY GUAM

AVAYA
communication

Applicable to Navy provided telephone service at the following locations:

Nimitz Hill
Naval Hospital
Ordnance Annex
Polaris Point
Radio Barrigada

The purpose of this guide is to give you some basic information about your new telephone and its features.

Feature Buttons

CALL FORWARDING (Activate)

- Press Call Forward button. You will hear dial tone.
- Dial the telephone number to which you wish to forward your calls.
- Hang up when you hear a confirmation tone

CALL FORWARDING (Cancel)

- Press Call Forward button.
Call Forward is Cancel

Call Hold

While on an active call:

- *To put a call on hold* - Press *Hold Button*
- *To return to the held call.*

- *Press the call appearance button of the held call or Press Hold Button.*

Last Number Redial

- Pick up the handset.
- Press Redial Key
- The last number you dialed will be automatically dialed by the system.

Call PICKUP

- Pick up the handset.
- Press Call Pickup Button or Dial the Call Pick-Up feature code – *74, and you are connected to the ringing call.

Call Transfer / 3 Way Conference

- While on an active call, Press Transfer Button
- When you hear a dial tone, dial the telephone number to which the call is to be transferred.
- Upon hearing the ring back tone the transferring station can either:
 - Press the Transfer Button and Hang up – Transfer is complete.
 - To announce the call before transferring, wait for the called party to answer, announce the call then press the Transfer Button and hang up – Transfer is complete.

Malicious Call Hold Activation

Called Party

- Depress MCT Activate Button.
- Hang up handset.

VOICE MAILBOX Access

- Dial the Voicemail Pilot Number 344-9999
- Follow the voice prompts. Refer to the voicemail user guide for further instructions. (Voice Mailbox can be subscribed at Navy Base Comm)

Speed Dial

To make a call using the Speed Dial feature:

- If the softkey labels are not displayed, press any softkey button to display the softkey labels.
- From the Home screen, press the **SpDial** softkey
The Speed Dial screen is displayed.
- Press the button next to the entry you want to call. (If the entry you want is not displayed on the current page, use and to cycle through the entries.)
- *2410Instrument dials the number for you:*