3902 TELEPHONE SET USER GUIDE

The 3902 has one Line Key and three programmable feature keys.

LINE KEY:
To make a call, press the Line Key and dial the telephone number or lift the handset and dial the telephone number. Dial the number as follows:

- Dial 9 plus the number to call outside the university.
- Dial 7 plus the last four digits of a number with the 977 prefix.
- Dial 4 plus the last four digits of a number with a 577 prefix or a 268 prefix at the Health Sciences Center.
- Dial 2 plus the last four digits of a student (residential) number with a 762 prefix.

GOODBYE KEY:
To terminate a call, press the Goodbye Key or replace the handset.

HOLD KEY:
To put a call on hold, press the Hold Key while on an active call. The indicator next to line key will flash.

To take a call off hold, press the flashing key.

VOLUME CONTROL BAR:
To adjust the ring volume, press the Volume Control Bar up or down while the telephone is ringing.

To adjust the handset volume, lift the handset, hear the dial tone and press the Volume Control Bar up or down.

CALL PARK:
This feature can be used if you answer a call on one phone but you want to conduct the call at another location. Just park the call, go to the desired location, and retrieve the parked call. While on an active call press the Park Key. The call will automatically be assigned to a system number of 600 thru 639. This number will appear on the display window. To retrieve a parked call, access the dial tone and dial the number (600 through 639) that appeared on the display.

CALL PICKUP:
To answer a call in your call pickup group, lift the handset, hear the dial tone, dial 13 or press the Call Pickup Key.
CALL WAITING:
To answer an incoming call while on another call, press the Hold Key when you hear the tone. The call waiting status icon appears in the display. Press the Call Wait Key to answer the call. To return to your first telephone call press the Hold Key if you want to put the second call on hold, or press the Goodbye Key to end the second call. Press the Line Key associated with the first call to return to that call.

Please note, if you don’t have a Call Wait Key and you hear the call waiting tone, press the Goodbye Key to end your current call. Press the Line Key beside the flashing status icon to answer the incoming call.

CONFERENCE CALL:
You can set up a conference for three to six people, including yourself.

While on a call, press the Conference Key (this puts your call on hold). Dial the number of the person you want to add to the conference. When the second party answers, press the Conference Key again. All three parties are connected. Repeat this step for each additional person you add.

If the person you want to add to the conference is unavailable or if you dialed incorrectly, press the Goodbye Key. Press the Line Key with the flashing icon to return to your original call.

FORWARD:
Without lifting the handset, press the Forward Key, dial the number where calls are to be forwarded and press the Forward Key again. If you are forwarding to a number beginning with 977, dial 7 plus the last four digits of the 977-telephone number. To cancel, press the Forward Key. To reinstate forwarding to the number to which you most recently forwarded, press the Forward Key twice. Remember, while your telephone is forwarded to another number it will not ring at your desk.

JOIN A CALL:
To connect a call on Hold (on a different line) to your current call, press the Conference Key. Press the Line Key that has the new call and then press the Conference Key. The person on hold joins your conversation.

LAST NUMBER REDIAL:
Lift the handset and press the Line Key one time for last number redial. You can also cause the phone to redial the last number dialed without lifting handset by pressing the Line Key twice.

MESSAGE:
The message indicator will light up when a new voicemail message has been added to your voicemail box. Lift the handset, hear the dial tone, press the Message Key or dial the message center number 76245. Listen to your messages.
TRANSFER:
To transfer the caller with whom you are speaking, press the Transfer Key. This places your call on hold. Dial the number to which you are transferring the call. You may stay on the line and announce the caller before pressing the Transfer Key again. Alternatively, you may dial the number to which you are transferring the call and press the Transfer Key immediately. NOTE: If you make a mistake in dialing, press the Goodbye Key and then press the Line Key to return to original call.

HELPFUL INFORMATION
To access the Saint Louis University Operator, dial 0.
To access the Hospital Operator dial 4-8000.
To access numbers with the prefix 268 or 577 that are related to the hospital or university, dial 4 and the last four digits of that number.