

The Philips Sopho Telephone System

Quick reference guide

Call the Switchboard: **100**.

Outside line: **3**.

How to Transfer a Call

Press **R** and then the number to which you want to transfer the call. When the telephone is answered tell them you have a call and hang up gently.

If the extension is not answered press **R** again to take the call back and try again. You can transfer the call to the switchboard. Press **R** and then dial **100**.

Ring Back

A "ring back" is used when the person you are calling is already using their telephone. Your own telephone will ring when they are free and will then call their number again after you pick up the telephone.

To set up a ring back simply dial **5** when you hear the engaged tone and hang up. To cancel the ring back dial **#55**.

Ring back only works for internal calls and not all extensions have this facility.

Conference Calls

If you are speaking to someone and wish to introduce a third person to the call dial **R*30** and then the extension number of the third person. When the third person answers press **R** again.

Quick Dialling

You can, if you wish, set up ten quick-dialling numbers. To set up a number make a call in the normal way and then hang up. Then press ***03** followed by a number from **0** to **9**.

You will then be able to call that number by dialling ***00** followed by the same number from **0** to **9**.

Don't forget to write them down!

Call Diversion

To divert calls from your telephone dial ***21** plus the extension number to which calls should go.

To cancel the diversion dial **#21**.

If calls are being diverted TO your telephone incorrectly you can cancel all diverted calls or just calls from a single extension.

To cancel diverted calls from ALL other extensions dial **#22**.

To cancel diverted calls from only one extension dial **#24** and then the extension number you wish to cancel.

If you wish to divert calls from your telephone but do not know the extension to which you want them to go, dial ***22** on your own telephone. Then go to the telephone to which calls will be diverted and dial ***23** plus your own extension number.

Other Telephone Facilities

The Philips Sopho telephone system has many other facilities including Manager/PA call diversion.

You may, however, require line manager approval to use these facilities and the switchboard team will be happy to advise you.

Please dial **100** or e-mail switchboard@gre.ac.uk for further assistance.