

UNIVERSITY OF WASHINGTON MEDICAL CENTER
General Telephone Guide
2009

UW Medical Center Operator	0
In-House Dialing	8-xxxx
To Call Campus Numbers from UWMC.....	9 + xxx-xxxx
To Call UWMC Numbers from Campus.....	8-xxxx
To Call UWMC from Harborview	9 + 598-xxxx
Paging Operator:	
From UWMC.....	8-6190
From Campus	8-6190
From Off-Campus	206 598-6190
Local Calls (206, 425, 253 and most 360).....	9 + local number

RCS Calls – the Regional Calling Service allows *most* Western Washington area codes to be dialed as local from UWMC. All 206, 425, 253, and most 360 area codes will go through as local calls. *If a 360 area code does not go through, follow the instructions for a UWATS call (see below).*

1. 9 + (Western Washington area code) + xxx-xxxx.
2. Call will ring through as a local number.
3. If a message or tone is heard, the call is either out of the RCS area or is a bad number. RCS Checker –<http://www.washington.edu/admin/comtech/rcs/>

UWATS Calls
 Authorization Code obtained by calling 206-221-5000.

1. Dial 77.
2. Listen for dial tone.
3. Dial 1+ area code + 7-digit number.
4. Listen for progress tone. Dial 7-digit UWATS authorization code.

Toll Free Calls
 800, 866, ,877, 888

9 + 1 + 800 + number or 9 + 1 + 888 + number

Operator Assisted Calls
 (Billed collect or to a credit card.)

QWEST, dial 9+0+desired number.
 AT&T, dial 9+00+desired number.

UW MEDICAL CENTER

Paging Instructions

Procedures for initiating calls to the UWMC/in-house paging system:

1. From a UWMC telephone, dial the 5-digit beeper number for the person you wish to page.
2. A progress tone will be heard or you will be instructed to enter your telephone number.
3. Key in a callback number on the telephone.
4. Hang up. Your party will receive a page in approximately 10 seconds.
5. **NOTE:** When dialing from outside UWMC, dial 598 and the pager number.

Procedure for initiating calls to the Commercial, Metrocall paging system which is also used by UWMC staff:

When calling from within UWMC, always preface the paging number with a 9.

EXAMPLE: 9-991-1234.

How to interpret code calls for digital pagers:

Code 199: Call:

199*xx or 199*x

xx is for the floor number of the Cascade Wing

x is for the floor number in the Pacific Wing

199*0 is for a code on the minus 1 level

EXAMPLE: Code call on your digital pager for 6 SE, the Cascade Wing would appear as: 199*66.

EXAMPLE: Code call on your digital pager for the 6S of the Pacific Wing would appear as: 199*6.

- All Code 199, and STAT calls will include a separating asterisk (*).
- All UWMC personnel will continue to request code calls through the Comm. Center using whatever procedure is in place. The above codes are only for code teams or On-Call staff members who have digital pagers. The code will still be announced on the overhead paging system.

STAT Calls: Any number followed by a “*1” indicates a STAT call.

EXAMPLE: If you receive 598*4600*1 on your digital pager, it means call the number 4600 immediately.

How to send text pages to alpha-numeric pagers:

UWMC alpha-numeric pagers with a 598-number can have text messages sent to them via email, using the format: 598xxxx@pager.uwmc.washington.edu., where “xxxx” is the pager extension number. These text pages, with a character limit of 255, will generally go through within 20 seconds if your email program sends immediately.

UW MEDICAL CENTER

Single Line with Link Button Telephone User Guide

CALL FORWARD

To forward all calls to ring at another telephone or answering device - Lift handset and listen for dial tone. Dial # + 1, hear steady dial tone, dial extension number to which the calls are to be transferred, hang up. To cancel - Lift handset, listen for dial tone, dial # + 1, hang up.

CALL PICKUP

To answer a ringing telephone in your pickup group – Lift handset, listen for dial tone. Press PICKUP KEY or dial 33333, you will be connected to the calling party.

CALL WAITING

To accept a second call while on an active call - While on an active call, hear two quick beeps, press LINK button (places the first call on hold), speak with the second caller, press LINK to alternate between callers.

CONFERENCE

While on an active call - Press LINK button, hear 3 beeps and new dial tone (caller is on hold), dial number of next party, announce the conference, press LINK button to connect all parties.

CONSULTATION

To hold a caller and consult with another person. While on an active call- Press LINK button, hear 3 beeps and a new dial tone (caller is on hold), dial number and consult. When consulted party hangs up you are automatically reconnected to the caller.

MEMORY KEYS

Lift handset, listen for dial tone – Press SAVE then memory key. Use the dial pad to enter the number, then press SAVE again. Don't forget to use 9 for outside calls.

TRANSFER

To transfer a call to another telephone- While on an active call, press LINK button, hear 3 beeps and a new dial tone, dial number, announce the call, hang up.

VOICE MAIL

Lift handset, listen for dial tone. Dial 8-5550 and follow instructions. From outside UWMC dial 598-5550.

If you have questions about feature availability on your phone, call 598-6970.

UW MEDICAL CENTER

Multi-Line Telephone User Guide

AUTO DIAL

Key that stores one number - Select free line key. Press AUTO DIAL key, number is dialed automatically. To program AUTO DIAL key – Without lifting handset, press AUTO DIAL key, dial number you wish to save, press AUTO DIAL key again, number is saved.

CALL FORWARD

To forward all calls to ring at another telephone or answering device – While phone is idle and on hook, press CALL FORWARD key, dial extension number the calls are to be forwarded to. Press CALL FORWARD key again (lamp remains lit). To cancel. Press CALL FORWARD key (lamp goes dark).

CALL PARK

To park a call in a held state for retrieval at another telephone. While on an active call. Press CALL PARK key, note 3 digit CALL PARK number, press CALL PARK again. To retrieve a parked call, lift handset at any telephone, dial the 3 digit CALL PARK number.

CALL PICKUP

To answer a ringing telephone in your pickup group – Select a free line key. Lift handset. Press PICKUP KEY. You will be connected to the calling party.

CONFERENCE

Up to six parties. While on an active call - Press CONFERENCE key (places the caller on hold), dial number of second party, announce conference, press CONFERENCE key again to connect all parties. Repeat above steps for additional parties.

CONSULTATION

To hold a caller and consult with another person - While on an active call, press TRANSFER or CONFERENCE key, dial number, consult. Return to original caller by pressing flashing line key where caller is held.

REDIAL

The last number dialed – Select a free line key. Press REDIAL key or the same line key again.

RING AGAIN

To be notified when a busy extension is free - Receive a busy signal. Press RING AGAIN key (lamp lights steady), hang up. When number is free, set will ring once, press RING AGAIN key, the number will be redialed.

SPEED CALL

Stores a list of numbers - Select a fee line key. Press SPEED DIAL key, dial 1 or 2 digit speed call access code. To program or change numbers - Without lifting handset, press SPEED CALL key, dial 1 or 2 digit access code, dial number to be stored, press SPEED CALL key again.

TRANSFER

To transfer a call to another telephone – While on an active call, press TRANSFER key, dial number, announce the call, press TRANSFER key again, or return to the caller by pressing the line key where caller is holding.

VOICE MAIL

Select PRIME line key – Press MESSAGE key or dial 8-5550 and follow instructions. From outside UWMC dial 598-5550.

If you have questions about feature availability on your phone, call 598-6970.

UW MEDICAL CENTER

Spectralink Wireless Phone User Guide

TO TRANSFER A CALL

When on an established call, press FCN, press 2. Dial the number where you want the call to be transferred to. Press FCN, press 2 and the call is transferred.

TO PARK A CALL

When on an active call, press FCN, press 4. Look at the display and make a note of the 3-digit park number. Press FCN, press 4 again to park the call. The display will show "PARK CALL PARKED." Press END. If the call is not picked up in two minutes, the call will ring back to your phone. You can either answer the call by pressing START, or re-park the call by pressing FCN, 4.

To retrieve a parked call, Press START and wait for a dial tone. Dial the 3-digit park number.

TO STORE A NUMBER

Press START, then HOLD. Press FCN, then press a number (6-9). The display will show "PROG AUTODIAL." Enter the number you wish to have saved. (As you start to enter in a number, the display will change to say "AUTODIAL TO SAVE.") When you have finished entering in the number to be saved, press FCN, then press the same number (6-9). When finished, press END.

Teleservices HIGHLY recommends using the Yellow Protective Case to prevent damage from dropping these units. REPAIR COSTS ARE CHARGED BACK TO YOUR DEPARTMENTS.

TO CONFERENCE IN ANOTHER CALLER

While on an active call, press FCN, then press 3. Dial the phone number of the desired party. When the call is answered, press FCN, then press 3 and all parties will be connected.

TO CHANGE FROM RING TO VIBRATE

Press FCN. Press the right arrow once. The display will read "RING TYPE." Use the right and left arrow key until the ringing type wanted shows on the display. (The ringing choices are: Soft Ring, Normal Ring, Vibrator, Vib/Normal, Continuous, or Pager.) When the ring type you want is shown on the display, press 0, then press END.

TO FORWARD THE PHONE

Press START, then HOLD. Press FCN, then 5. Dial the number you wish to forward to. Press FCN and 5 again. The display will show "CWFD" and the number. Press END.

To cancel call forward, Press START, then HOLD. Press FCN, press 5. The display will show "CWFD CANCELLED." Press END.

PLACING A CALL

Press START and wait for a dial tone. Dial the call just like you would on a desk phone.

To hang up when you are done with the call, Press END.

Please call Teleservices at 598-6970 for assistance or repair service.