College phone: Making calls

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The following article covers **how to make calls on a College phone** and reviews various **call functions**.

> **See also:**
>
> - College phone: Setup
> - College phone: Using voicemail
> - College phone: Online access with MiCollab

Dialing Out

College numbers

For a number within the College (i.e., the number begins with either 610**526**... or 610-**520**...), you only need to dial the extension to place your call.

- *For example, (610) 526-7440 may be dialed as 7440.*

External numbers

For a U.S. number that does not belong to the College, you will need to dial**81**, followed by the ten digits of the number.

- *For example, (215) 123-4567 should be dialed as 81-215-123-4567.*

International numbers

For an international number, you will need to dial**8011**, followed by the country code then the full number you wish to call.

- *For example, a phone number from the U.K. might look like (020) 1234-5678, with the country code +44. On a College phone, this should be dialed as 8011-44-020-1234-5678.*

Call functions

Mute

Enable: Press the 🎤 **mute** button on the right side of the keypad. A red light will come on next to the button.

Disable: Press the 🎤 **mute** button again. The red light will turn off.

Speakerphone

Enable: Press the 🔊/🎧 **speaker** button on the right side of the keypad. You can hang up the handset without ending the call.

Disable: Hang up the handset, then pick it back up to continue the call off speakerphone.

Hold

Enable: Place the other party on hold by pressing the ⏸ **hold** button on the right side of the keypad. Your microphone will be muted and the other party will hear music until taken off hold.

Disable: Press the button next to the blinking yellow ⏸ **hold** symbol on screen to resume the call. This button will have a red light next to it.

Transfer

During a call, you can transfer the other party to a different phone number, such as another user or office on campus:

1. Press the button under the word **Transfer** on the screen
2. Dial the phone number you want to transfer the call to
   - This can be an extension or an external number—be careful to enter the number in the appropriate format
   - The current party will be placed on hold
3. The new call will begin ringing
   - You can stay on the line and speak with the new party before transferring, or transfer as the call is ringing
4. Transfer the call by hanging up or pressing the button under **Transfer** again

DND (Do not disturb)

Enable: Press the button next to ⊖ **DND** on screen. A red light will come on next to the button.

Disable: Press the button next to ⊖ **DND** again.

While on DND, **all incoming calls will be sent straight to voicemail and you will not be notified as calls are coming in.** Any missed calls can be reviewed in your ⇄ Call History.

Outgoing calls can still be placed while DND is active.

Questions?

If you have any additional questions or problems, don't hesitate to reach out to the**Help Desk**!

Phone: 610-526-7440 | Library and Help Desk hours
Email: help@brynmawr.edu | Service catalog
Location: Canaday Library 1st floor