

## Did you know that....?

The following services are available on **your** telephone

<b>Services Required</b> .....	<b>Dial</b>
<b>EMERGENCY</b> .....	<b>4444</b>
Exchange/Outside Line .....	9 then number
University Operator (on campus).....	100
<b>Directory Enquiries</b> (on campus).....	<b>100</b>
1. Number engaged on an internal call:.....	R*1
Will ring you back when the line is free.	
To cancel this facility .....	R#1
2. To reply on an internal call: .....	R*1
Will ring back when the line has been used..	
To cancel this facility .....	R#1
3. Number engaged on an external call:.....	R*2
Will save the number for you.	
When you are ready to redial the saved number:.....	*2
The saved number will be automatically redialled.	
4. To be reminded of an appointment: .....	#0 then required time
#0 1415 – phone will ring to alert you at 1415 hours	
#0 0920 – phone will ring to alert you at 0920 hours	
(a maximum of 5 appointments can be preset simultaneously)	
5. To ring another College, University or Associated Institution .....	11 then short code number
Consult the short code list in Section 3 of the Internal Telephone directory, eg:	
11 029 – Liverpool University	
11 137 – SHEFC	
6. To interrupt the call you are making	
To consult someone else on an internal line .....	R then extension number
	of person to be consulted.
Then after consultation .....	R to return to original caller:
7. To transfer a caller to another extension -	
If you do NOT know the required extension .....	R 100 to transfer the call to the switchboard
If you do know the required extension number: .....	R then extension required,
Then replace your receiver, preferably once the call has been answered	
If extension required is engaged: .....	R and advise caller to try again
8. To forward your calls to another extension from your own 'phone	
(e.g. to where you will be for a meeting):.....	* 4 then extension required
Then to cancel:.....	R#4
9. To forward your calls to another extension from that other 'phone.....	*5 then your extension number
Then to cancel:.....	#5
N.B. This service can only be accessed from extensions having external dialling facilities	
10. To purchase an answering machine or a FAX machine? .....	Contact ext 5381 or 5269

### Directory Enquiries

Directories for the United Kingdom are available for consultation in the University Library.  
Directory enquiry calls to BT are expensive, and should be avoided if at all possible: instead, dial 100  
(or 339 8855) and ask our switchboard operator for the number.

### Other Services

Call pick-up, Conference calls, Departmental short codes, Follow me, Hunting, etc  
Please contact the Telephone Supervisor Mrs Janetta White  
telephone: 0141 330 6699 email: [J.White@admin.gla.ac.uk](mailto:J.White@admin.gla.ac.uk)  
For further information about these facilities