

## ENHANCED EXCHANGE WIDE DIAL (EED)

The re-configuration of the present telephone equipment to the EED "touchtone" telephones is now underway in the Lester B. Pearson Building. The new telephones will give users access to many more features of the EED system. All personnel in the Lester B. Pearson Building are encouraged to attend a training session offered by the Headquarters Telephone Services Section (MGFT).

The basic features are described below.

### CALL TRANSFER

After advising caller to hold the line:

- press the switchhook once and release;
- wait for special dial tone (3 quick beeps followed by a dial tone);
- dial (or key) desired number;
- announce the call;
- hang up.

### CONSULTATION HOLD

With caller on line:

- press the switchhook once and release;
- wait for special dial tone (3 quick beeps followed by a dial tone);
- dial (or key) the number or outside access code and number;
- when person called answers, consult privately;
- to return to original call depress switchhook twice.

### THREE PARTY CONFERENCE

With caller on line:

- press the switchhook once and release;
- wait for special dial tone (3 quick beeps followed by a dial tone);
- dial (or key) the number or outside access code and number;
- when person called answers, announce the conference;
- press switchhook once - three-way conference is initiated.

NOTE: In case of misdial, busy signal or no answer, depress switchhook twice to return to original call.

### TO CALL GOVERNMENT OPERATOR

Dial (or key) 100