

ENHANCED EXCHANGE WIDE DIAL (EEWD)

The basic features of the new EEWD telephone system, as described below, are available to all departmental telephone users in the National Capital Region. Additional features will be available once the re-configuration of the present equipment to "touchtone" telephones is complete.

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