

Ringling

- Internal: Long ring, long pause
- External: Short ring, short pause

Ringling Tone

You have a choice of four different ringling tones

- Press the FEATURE button
- Repeatedly press 3 until desired ringling tone is found

Answering

- **For one-line phones:**
 - Press SPEAKER or lift handset
- **For multi-line phones:**
 - Press SPEAKER or lift handset to answer the primary line
 - Press the flashing secondary line(s) to answer lines other than the primary line
- The ANSWER button is used with “call waiting” to toggle between calls

Hold

Hold allows you to place a call on hold. To make a second call while this is in progress, see Consultation Call.

- While call is active, press HOLD
- Hang up
- The line on hold will flash
- To reconnect, pick up the handset
- Press the flashing button
- **Note:** There are two types of Hold: Regular (soft) and Exclusive.

Exclusive Hold

(For lines appearing on more than one phone)

Exclusive Hold allows you to place a call on hold and eliminate the possibility of others picking up the call.

- While call is active, press HOLD twice
- Hang up
- To reconnect, pick up the handset or press SPEAKER on the telephone which the call was originated on
- Press the flashing button

Transfer

Transfer allows you to send a call to another extension.

- While call is active, press TRANSFER
- Dial the desired extension number
- Announce the caller to the recipient
- Hang up OR press TRANSFER if you would like to return to the caller
- **To transfer a call into a voicemail box:**
 - Press TRANSFER
 - Dial 4-3660 (access number for the voicemail system)
 - Dial the desired five-digit extension number; listen for the voicemail greeting
 - Hang up OR if there is no answer and you would like the caller back, press #9

Pick (Requires inclusion in a Pick Group)

Call Pick-Up Group allows you to pick up an incoming call on any extension within your group without knowing the extension number.

- Pick up handset; wait for dial tone
 - Press PICK UP (programmed key) or PICK (soft key on display phones) or *7 on non-display phones
- Direct Call Pick-Up** allows you to answer a specific ringling extension within your group.
- Pick up handset; wait for dial tone
 - Press #7 and the five-digit extension number

Call Forwarding ~ Internal Calls

- Pick up handset; wait for dial tone
- Press *40; listen for interrupted dial tone
- Enter the extension where calls will forward to; receive steady dial tone
- Hang up

Call Forwarding ~ External Calls

- Pick up handset; wait for dial tone
- Press *41; listen for interrupted dial tone
- Enter the extension where calls will forward to; receive steady dial tone
- Hang up

Cancel Call Forwarding ~ Internal Calls

- Pick up handset; wait for dial tone
- Press #40; receive steady dial tone
- Hang up

Cancel Call Forwarding ~ External Calls

- Pick up handset; wait for dial tone
- Press #41; receive steady dial tone
- Hang up

Call Forwarding ~ Internal Calls (Display Phones Only)

- Pick up handset; wait for dial tone
- Press TOGGLE button (button will light)
- Press FWD button
- Enter the extension where calls will forward to
- Hang up
- Verify TOGGLE button is lit, press FWD button; display will identify call destination

Call Forwarding ~ External Calls (Display Phones Only)

- Pick up handset; wait for dial tone
- Verify TOGGLE button IS NOT lit
- Press FWD button
- Enter the extension where calls will forward to
- Hang up
- Press FWD button; display will identify call destination

Call Forward Cancel ~ Internal Calls (Display Phones Only)

- Pick up handset; wait for dial tone
- Verify TOGGLE button IS lit
- Press FWD
- Hang up

Call Forward Cancel ~ External Calls (Display Phones Only)

- Pick up handset; wait for dial tone
- Verify TOGGLE button IS NOT lit
- Press FWD
- Hang up

Park

Park places a call on hold to pick up on another extension.

- Press TRANSFER
- Press *6
- Hang up
- **To retrieve parked call at different extension:**
 - Lift handset at different extension
 - Press ##6
 - Dial extension number of the phone you placed the call on Park originally
- **To remove parked call from originating line:**
 - Lift handset
 - Press **6

Call-Back (Display Phones Only)

Call-Back automatically calls you back when the internal extension becomes free.

- You have received a busy signal...
- Press CB (soft key)
- Hang up
- Phone will ring once destination extension is available
- **To cancel Call-Back:**
 - Lift handset
 - Press CB (soft key)
 - Hang up

Consultation Call

Consultation Call allows you to speak with another caller while one is on hold.

- Press TRANSFER (First call is placed on hold)
- Dial number of person to consult with (internal or external)
- Press TRANSFER to place that person on hold
- You are then connected to the original caller
- You may continue alternating between calls by pressing TRANSFER

Call Waiting

- User will hear tone in handset indicating another incoming call; the ANSWER button will illuminate
- While on first call, press ANSWER to place on hold
- You are now connected to second incoming call
- Press ANSWER to reconnect to first caller
- You may continue alternating between calls

Conference Call

Conference Call allows up to eight calls to participate in a conversation.

- Pick up handset; wait for dial tone
- Place first call
- Press TRANSFER
- Place second call
- Press CONF (conference)
- This is now a three-way call
- Continue TRANSFER and CONF steps until all desired parties are present
- **To “keep” the call active after you hang up:**
 - Press CKEEP (soft key on Display Phones)

Note: If the original caller hangs up without using CKEEP, all parties are disconnected.

Speed Call

Station Speed Call allows you to set up codes for frequently called internal or external numbers.

- Pick up handset; wait for dial tone
- Dial Speed Calling Access Code [##3] plus the one or two-digit code. (You need to keep track of your codes).
- Enter the five-digit extension or 9 and the external phone number
- Wait for tone
- Hang up
- **To make a speed call:**
 - Pick up handset; wait for dial tone
 - Press #9 and the digit assigned to the speed call

Note: Not all phones are equipped with this feature. If you are having difficulty programming speed calls, call the contacts listed on the front of this guide.

Last Number Redial

Non-Display Phones allow the last number to be redialed.

- Press REDIAL * (number automatically redials)

Display Phones allow any of last five numbers to be redialed.

- Press REDIAL until the desired number is displayed and press *

Outbound Caller ID

Automatic Number Identification (ANI) displays your number when calling outside of the University telephone system.

- Pick up handset; wait for dial tone
- Press * 9 and the external phone number
- Your individual telephone number will display on the called number if it is equipped to display Caller ID

One-Touch Buttons

One-Touch Dialing allows you to program an available button for frequently called numbers.

- Press FEATURE
- Press the desired empty line
- Enter the phone number or feature code
- Press FEATURE
- Your number is saved
- **To place a One-Touch call:**

- Pick up handset; wait for dial tone
- Press the One-Touch button designated for your desired number

Faculty/Staff Authorization Codes

Authorization Codes override dialing restrictions of any campus telephone excluding pay phones.

- Pick up handset; wait for dial tone
- Press *2
- Enter your authorization code and wait for tone
- Dial 9, area code and telephone number OR dial 9, 011 and the overseas telephone number

Speaker Phone

- **To activate the microphone:**
 - Press FEATURE and 1
 - MIC key will illuminate
 - Microphone may be left active
- **To deactivate the microphone:**
 - Repeat the steps above
- **To use hands-free mode:**
 - Press FEATURE and 5
 - Press SPEAKER; key will illuminate and dial tone will sound
 - Dial phone number
 - When call is finished, press SPEAKER
- **To turn off hands-free mode:**
 - Press FEATURE and 6

Headset Use

Headsets provide convenience of hands-free phone calls (requires programming as an additional feature).

- Locate HSET in the display box
- Press soft key below this feature
- Dial tone is now diverted to the headset
- Repeat steps above to return to handset use

FREE Information Calls (in place of 411)

Calls can be made from any office, home or cellular telephone; GREAT ways to find information for FREE!

- 1-800-YELLOWPAGES (1-800-935-5697) - To search for US and Canadian businesses ONLY
- 1-800-FREE-411 (1-800-373-3411) - To search for US businesses or residences

Note: When using any of these services, be aware that when you have the number sent to you as a text message, text message rates will apply.

If you receive a REST code in the display box, you are restricted from performing an attempted function. Consult the resources listed on the front of this guide to determine if you are truly restricted or if there is a problem with your telephone.



Quick Reference For Faculty / Staff

8, 16 and 32-button Telephones



For Information or Help:

University IT
275-2000

Email:
univithelp@rochester.edu

Online:
www.rochester.edu/it

For a complete telephone user's guide, please contact University IT at 275-2000.