

## University of Rochester/Highland Hospital - Single Line Analog Telephone Users Guide

### ANSWERING A CALL:

- lift handset

### MAKE INTERNAL CALL:

- lift handset
- dial 5-digit extension

### MAKE LOCAL CALL:

- lift handset
- dial 9 then telephone number

### MAKE LONG DISTANCE CALL:

- lift handset
- dial 9 + 1 + area code then telephone number

### AUTHORIZATION CODE:

Overrides the dialing restrictions assigned to the phone

- lift handset
- press \* 2
- enter authorization code
- receive dial tone
- dial 9 then phone number or dial 9 + 1 + area code then phone number

### HOLD:

**To place a call on hold:**

- announce to caller that you are going to put them on hold
- press HOLD
- hang up

**To retrieve a call on hold:**

- lift handset

### TRANSFER:

- while call is active, press FLASH
- listen for interrupted dial tone
- dial extension where call is to be transferred
- announce call (optional)
- hang up

### CONFERENCE CALL:

Allows up to 8 callers to participate in a conversation

- while call is in progress, press FLASH
- listen for interrupted dial tone
- place the second call
- when party answers announce the conference call and press FLASH
- repeat process to establish a 3 to 8 party call

### SPEED CALLING:

Allows you to set up codes for frequently called internal or external numbers

**To set up or change a code:**

- lift handset
- press # # 3
- press abbreviated code (0-9)
- enter the extension or 9 + phone number
- listen for steady tone
- hang up

**To make a station speed call:**

- lift handset
- press # 9
- press abbreviated code (0-9)

Note: For security reasons do not program your authorization code using this feature.

### CALL BACK (camp-on):

Automatically calls you back when the dialed internal extension becomes free

- when you receive a busy signal, press FLASH
- listen for interrupted dial tone
- press \* 1
- listen for steady tone
- hang up
- when busy station is available, your phone will ring
- lift handset
- their phone will ring

**To cancel call back:**

- lift handset
- press # 1
- listen for steady tone
- call back is canceled
- hang up

### CALL PICK-UP GROUP:

Allows you to answer another ringing phone in the same pick-up group

- lift handset
- press \* 7
- you are now connected to the call

### DIRECT CALL PICK-UP:

Allows you to answer any ringing phone that you know the 5-digit extension

- lift handset
- press # 7 + dial extension
- you are now connected to the call

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### CALL PARK:

Allows you to place a call on hold and retrieve it from another extension

#### **To park a call:**

- announce to caller that you are going to park the call
- press FLASH
- press \* 6
- hang up

#### **To retrieve a parked call from remote station:**

- lift handset
- press # # 6 and the extension of the phone which the call was parked on
- you are now connected to the call

#### **To retrieve a parked call from originating station:**

- lift handset
- press \* \* 6
- you are now connected to the call

### CALL FORWARDING:

Allows you to re-route incoming calls to another extension. You can only forward to an external number if your class of service allows.

#### **To forward EXTERNAL calls:**

- lift handset
- press \* 41
- listen for interrupted dial tone
- enter extension to which calls will be forwarded
- listen for steady tone
- hang up

#### **To cancel call forwarding:**

- lift handset
- press # 41
- listen for steady tone
- hang up

#### **To forward INTERNAL calls:**

- lift handset
- press \* 40
- listen for interrupted dial tone
- enter extension to which calls will be forwarded
- listen for steady tone
- hang up

#### **To cancel call forwarding:**

- lift handset
- press # 40 for internal forwarding
- listen for steady tone
- hang up

### ACCESS CODES:

* 1	Call Back
# 1	Call Back Cancel
# 3	Last Number Redial
* 40	Call Forward All Int
# 40	Call Forward Cancel All Int
* 41	Call Forward All Ext
# 41	Call Forward Cancel All Ext
* 6	Call Park
* * 6	Call Park Retrieve Local
# # 6	Call Park Retrieve Remote
* 7	Call Pickup
# 7 + Int	Call Pickup Direct
* 9	Call Hold
# 9	Station Speed Dial Access
# # 3	Station Speed Dial Set

### KEY:

Int	internal phone number
Ext	external phone number

## FOR MORE INFORMATION:

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x52000

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Online @  
[www.rochester.edu/its](http://www.rochester.edu/its)

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## FEATURE BUTTONS:

### FLASH BUTTON:

Allows you to access various phone features.

### HOLD BUTTON:

Allows you to place an internal or external call on hold.

### REDIAL BUTTON:

Allows you to automatically REDIAL the last internal or external phone number dialed

#### **To REDIAL the last phone number:**

- lift handset
- press RD/P or # 3