

## Ringin

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

## Ringin Tone

You have a choice of four different ringin tones

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

## Answerin

- **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 waitin” 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 appearin on more than one phone)

**Exclusive Hold** allows you to place a call on hold and eliminate the possibility of others pickin 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 originat
- 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 knowin 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 ringin extension within your group.

- Pick up handset; wait for dial tone
- Press #7 and the five-digit extension number

## Call Forwardin ~ Internal Calls

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

## Call Forwardin ~ External Calls

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

## Cancel Call Forwardin ~ Internal Calls

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

## Cancel Call Forwardin ~ External Calls

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

## Call Forwardin ~ 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 Forwardin ~ 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 originatin 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 pressin 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
- Press ##3 and any digit from 0 to 9
- 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 \*

## 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.

- 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

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.

# University of Rochester Highland Hospital

## Faculty / Staff Quick Reference Guide for 8, 16 and 32-button Telephones



**For Information or Help:**

**ITS/Network and  
Telecommunications  
4-4357**

**email**

[its.telecomhelp@rochester.edu](mailto:its.telecomhelp@rochester.edu)

**Online @  
www.rochester.edu/its**

For a complete telephone user's guide,  
contact ITS at 44357.  
Rev January 2005