

Ringling

- Internal: Long ring
- External: Double ring

Ringling Tone

You have a choice of four different ringling tones

- Press the FEATURE button
- Press the number 3 on the key pad
- Repeatedly press the 3 key until your desired ringling tone is found

Answering

- Press SPEAKER or lift handset
- The ANSWER button is used with “call waiting” to toggle between calls

Hold

Hold allows you to place a call on hold without disconnecting the caller. To make a second call while this is in progress, see Consultation Call.

- Press HOLD
- Hang up the handset
- The Held line will flash
- To reconnect, pick up the handset
- Press the flashing button
- Important - There are two types of Hold:
 - Regular (soft)
 - Exclusive

Exclusive Hold ~ For lines appearing on more than one phone

Exclusive Hold allows you to place a call on hold while eliminating the possibility of others picking up the call by mistake.

- Press HOLD twice
- Hang up the handset
- 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.

- Press TRANSFER
- Dial the desired extension number
- Announce the caller to the recipient
- Hang up the handset
- To transfer a call into a voicemail box:
 - Press TRANSFER
 - Dial 43660 (access number for the voicemail system)
- Dial the desired five-digit extension number; listen for the voicemail greeting
- Hang up the handset
- If there is no answer and you would like the caller back, press TRANSFER
- If voicemail has been reached 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 a call on any extension without knowing the other extension number.

- Pick up handset
- Press PICK UP (programmed key) or PICK (soft key on display phones) or press *7 on non-display phones
- Call is now answered
- Direct Call Pick-Up allows you to answer any ringing phone in your area.
- Press #7 and the five-digit extension
- Call is answered

Call Forwarding ~ Internal Calls

From your phone:

- Wait for a dial tone of extension to forward
- Press *40; listen for interrupted dial tone
- Enter the extension number where calls will forward to; listen for steady dial tone
- Hang up the handset

Call Forwarding ~ External Calls

From your phone:

- Wait for a dial tone of extension to forward
- Press *41; listen for interrupted dial tone
- Enter the extension number where calls will forward to; listen for steady dialtone
- Hang up the handset

Cancel Call Forwarding ~ Internal Calls

From your phone:

- Wait for dial tone of extension to “unforward”
- Press #40; listen for steady dial tone

Cancel Call Forwarding ~ External Calls

From your phone:

- Wait for dial tone of extension to “unforward”
- Press #41; listen for steady dial tone

Park

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

- Press TRANSFER
- Press *6
- Hang up the handset
- 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

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

Call Waiting

- You will hear tone in handset indicating another incoming call. The ANSWER button will illuminate.
- Press ANSWER to place the call on hold; you are now connected to the 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
- 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.

Note: The person originating the conference call must stay in the call.

Speed Call

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

- Pick up handset
- 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 the handset
- To make a speed call:
 - Pick up handset
 - Press #9 and the digit you 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

- **Press REDIAL *** (last number dialed automatically redials)

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
 - Press the One-Touch button designated for your desired number

Speaker Phone

All University phones can be used as a Speaker Phone. To turn the microphone on:

- Press FEATURE and “1”
- MIC key will illuminate. You may leave the microphone on at all times.
- To turn the microphone off, repeat the steps above

Long Distance Service

Options for Long Distance service include:

- Prepaid Calling Cards – In \$5, \$10 and \$20 increments. You should plan on long distance costs of approximately \$.049/minute using this service.
- 800# Toll Free Access – Many providers offer voice and/or data service through toll free 800# access. If you google “long distance service” you’ll find a large number of services.

Note: To purchase a calling card or if there are other long distance calling options that you are interested in please contact us at ITSHelp@rochester.edu or by calling us at 275-2000. We value your input!

Telephone Care

If you would like to clean your telephone:

- Use non-ammonia products –computer and keyboard cleaners yield best results
- Apply solutions to cloth FIRST; never spray or apply directly to your telephone

Quick Reference For

Student Telephones



For Information or Help:

University IT
x52000

Email:
UnivITHelp@rochester.edu

Online:
www.rochester.edu/it

For a complete User's Guide, see the front of your Student Directory.