HOLD

Hold allows you to place a call on hold. To make a second call while this is in progress, see Consultation Call.
1. While call is active, press the **[HOLD]** key; held line will flash
2. To reconnect, press the flashing key corresponding to the line on hold

TRANSFER

Transfer allows you to send a call to another extension.
1. While call is active, press the **[TRANSFER]** key
2. Dial the desired telephone number
3. Announce the caller to the recipient
4. Hang up OR press the **[TRANSFER]** key if you would like to return to the caller

To transfer a call into a voicemail box:
1. Press the **[TRANSFER]** key
2. Dial 48899 (the access extension for voicemail)
3. Press * *
4. Dial the desired five-digit extension number; listen for the voicemail greeting
5. Hang up

Note: If voicemail has been reached and you would like to return to the caller, press # 9.

CONSULTATION CALL

Consultation Call allows you to speak with another caller while one is on hold.
1. Press the **[TRANSFER]** key (First call is placed on hold)
2. Dial the person to consult with
3. Press the **[TRANSFER]** key to place that person on hold
4. You are then connected to the original caller
5. You may continue alternating between calls by pressing the **[TRANSFER]** key

SPEAKER PHONE

To activate the microphone:
1. Press the **[FEATURE]** key
2. Press 1, the **[MIC]** key will illuminate
3. Repeat steps 1 and 2 to turn the microphone off

To use hands-free mode:
1. Press the **[SPEAKER]** key; key will illuminate
2. Dial phone number
3. To hang up, press the **[SPEAKER]** key
4. Press the top and bottom of the **[CURSOR]** button to adjust speaker volume

ONE-TOUCH BUTTONS

One-Touch allows you to program an available button for frequently called numbers.
1. Press the **[FEATURE]** key
2. Press the desired empty line
3. Enter the phone number or feature code
4. Press the **[FEATURE]** key
5. Your number is saved

To place a One-Touch call:
1. Pick up handset; wait for dial tone
2. Press the One-Touch button designated for your desired number

SERVICE RESTRICTION

If you receive a REST code in the display, 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.

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

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
- 1-800-FREE-411 (1-800-373-3411) - To search for US businesses or residences

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Quick Reference For

Corporate Woods

12, 24, and 30-button

For Information or Assistance:

University IT

Phone: (585) 275-2000
Email: univithelp@rochester.edu
Online: tech.rochester.edu

RINGING

- Incoming internal call: long ring, long pause
- incoming external call: short ring, short pause

ANSWERING

For single-line phones:
1. Press the **[SPEAKER]** key or lift handset

For multi-line phones:
1. Press the **[SPEAKER]** key or lift handset to answer the primary line
2. Press the ringing line's key to answer lines other than the primary line

PLACING A CALL

Dialing internally, to a 5-digit extension:
1. Pick up handset or press the **[SPEAKER]** key
2. Dial the 5-digit extension

Dialing externally, to a 7-digit telephone number:
1. Pick up handset or press the **[SPEAKER]** key
2. Press 9 then dial the external telephone number

Automatic Number Identification (ANI) displays your number when calling outside of the University telephone system.
1. Press * 9 and the external phone number
2. Your telephone number will display on the caller ID of the called number (if it is equipped with caller ID functionality)

LAST NUMBER REDIAL

Any of the previous five dialed numbers may be redialed.
1. Press REDIAL on the left side of the circular **[CURSOR]** button until the desired number is displayed
2. Press * to dial the displayed number

HANDSET VOLUME

To adjust handset volume:
1. Pick up the handset; receive dial tone
2. Press the top and bottom of the **[CURSOR]** button to adjust handset volume

CALL-BACK

Call-Back automatically calls you back when the internal extension becomes free.
1. You have received a busy signal…
2. Press CB soft key
3. Hang up
4. Phone will ring once destination extension is available

To cancel Call-Back:
1. Lift handset
2. Press the CB soft key
3. Hang up

PARK

Park places a call on hold to pick up on another extension.
1. Press the **[TRANSFER]** key
2. Press * 6
3. Hang up

To retrieve parked call at different extension:
1. Lift handset at different extension
2. Press # # 6
3. Dial extension number of the phone you placed the call on Park originally

To remove parked call from originating line:
1. Lift handset
2. Press * * 6

CONFERENCE CALL

Conference Call allows up to eight callers to participate in a conversation.
1. Pick up handset; wait for dial tone
2. Place first call
3. Press the **[TRANSFER]** key
4. Place second call
5. Press the **[CONF]** key; this is now a three-way call
6. Repeat steps 3-5 until all desired parties are present

To "keep" the call active after you hang up:
1. Press the CKEEP soft key; "CKEEP" will flash in the display

Note: If the originator of the conference call hangs up without using CKEEP, all parties are disconnected.

HEADSET USE

Headsets provide the convenience of hands-free phone calls (requires additional programming)
1. Press the HSET soft key; HSET will flash in the display. Dial tone is now diverted to the headset
2. Press the desired line's key to get dial tone
3. Repeat step 1 to return to handset use

CALL FORWARDING

Call Forwarding routes incoming calls destined for a particular extension to another extension or telephone number

Enable Call Forwarding:
1. Pick up handset; wait for dial tone
2. Press * 4 1; listen for interrupted dial tone
3. Enter the extension where calls will forward to; receive steady dial tone. The **[TOGGLE]** key will illuminate

Disable Call Forwarding:
1. Pick up handset; wait for dial tone
2. Press # 4 1; receive steady dial tone. The **[TOGGLE]** key will darken

Note: Always place test calls after enabling or disabling forwarding to verify calls are routing as intended.

RINGING TONE AND VOLUME

Choose from 14 different ringing tones.

Changing ring tone:
1. Press the **[MENU]** key
2. Press 5 (Setting)
3. Press 1 (User Setting)
4. Press 1 (Incoming Call)
5. Press 4 (Ring Tone)
6. Choose 1 (Internal) or 2 (External), depending on which ring tone you would like to change
7. Navigate to desired ring tone using the top and bottom of the **[CURSOR]** button
8. Press OK soft key to confirm desired ring tone
9. Press BACK soft key to exit the settings menu

To adjust ringer volume:
- While the phone is ringing, press up or down on the **[CURSOR]** button to adjust the ringer volume