

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.

1. While the call is active, press the [**HOLD**] key, the held line will flash
2. To reconnect, press the flashing softkey corresponding to the line on hold

TRANSFER

Transfer allows you to send an active call to another extension.

1. While the call is active, press the [**TRANSFER**] key
2. Dial the desired telephone number
3. Announce the caller to the recipient
4. Hang up to release the call to the recipient

Note: *If there is no answer and you would like the caller back, press the [**TRANSFER**] key*

To Transfer a call to a voicemail box:

1. While a call is active, press the [**TRANSFER**] key
2. Dial 43660
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.*

PARK

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

1. While the call is active, press the [**TRANSFER**] key
2. Press * 6
3. Hang up the handset

To retrieve the call at a different extension:

1. Lift the handset at a different extension
2. Press # # 6
3. Dial the extension number you parked the call on

To remove parked call from the originating line:

1. Lift the handset
2. Press * * 6

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



Quick Reference For Student/RA Telephones



For Information or Assistance:

University IT

Phone: (585) 275-2000

Email: univithelp@rochester.edu

Online: www.rochester.edu/it

RINGING

- Internal: Long ring
- External: Short, double ring

ANSWERING AN INCOMING CALL

As your telephone rings:

- Lift the handset or press the **[SPEAKER]** key to answer a call

PLACING A CALL

Dialing internally, to a 5-digit University extension:

1. Lift the handset or press the **[SPEAKER]** key
2. Enter the extension number using the **[KEYPAD]**

Dialing externally, to a 7-digit telephone number:

1. Lift the handset or press the **[SPEAKER]** key
2. Enter 9 followed by the telephone number using the **[KEYPAD]**

Outbound Caller ID

When dialing externally, using 9 and the telephone number, displays the University's generic outbound caller ID information, 585-756-4800.

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

1. Enter * 9 followed by the external phone number using the **[KEYPAD]**
2. Your telephone number will display on the called number if it is equipped to display Caller ID

ENDING A CALL

- Press the **[SPEAKER]** key or hang up the handset

REDIAL

To redial the last number dialed:

1. Lift handset or press the **[SPEAKER]** key
2. Press the **[REDIAL]** key
3. Press *

SPEAKER PHONE

All Student/RA phones can be used as a speaker phone.

To Turn the microphone on:

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

CONSULTATION CALL

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

1. While a call is active, press the **[TRANSFER]** key
2. Dial the number of the person to consult with
3. Press the **[TRANSFER]** key to place that person on hold, you are then connected to the original caller
Press the **[TRANSFER]** key to alternate between calls

CALL WAITING

While on a call, you will hear tone in the handset indicating another incoming call. The **[ANSWER]** key will illuminate.

1. Press the **[ANSWER]** key to place the active call on hold, you are now connected to the incoming call
2. Press the **[ANSWER]** key to reconnect to the first call
3. Continue pressing the **[ANSWER]** key to alternate between calls

RINGING VOLUME AND TONE

To switch between ring tones:

1. Press the **[FEATURE]** key
2. Press 3 to cycle through available ring tones
3. Press the **[FEATURE]** to save selected tone

To adjust ringer volume:

- While the phone is ringing, press the **[▲]** or **[▼]** on the rocker key to adjust the ringer volume

***Note:** To cause the phone to ring, press the **[FEATURE]** key followed by 3.*

CONFERENCE CALL

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

1. Place a call
2. Press the **[TRANSFER]** key
3. Place second call
4. Press the **[CONF]** key, this is now a three-way call
5. Continue the **[TRANSFER]** and **[CONF]** steps until all desired parties are present

***Note:** The person originating the conference call must stay on the call.*

CALL FORWARDING

To activate call forwarding for internal calls:

1. Lift handset or press the **[SPEAKER]** key
2. Enter * 4 0 followed by the extension you wish to forward calls to
3. Receive confirmation tone

To activate call forwarding for external calls:

1. Lift handset or press the **[SPEAKER]** key
2. Enter * 4 1 followed by the extension you wish to forward calls to
3. Receive confirmation tone

To remove call forwarding for internal calls:

1. Lift handset or press the **[SPEAKER]** key
2. Enter # 4 0

To remove call forwarding for external calls:

1. Lift handset or press the **[SPEAKER]** key
2. Enter # 4 1

***Note:** Always place test calls to your phone after setting or removing forwarding to ensure that calls are routing as you intend.*

ONE-TOUCH BUTTONS

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

To program a One-Touch button:

1. Press the **[FEATURE]** key
2. Press the an available round softkey
3. Enter the desired phone number or feature code
4. Press the **[FEATURE]** key to save

To place a One-Touch call:

1. Lift handset or press the **[SPEAKER]** key
2. Press the One-Touch button

LONG DISTANCE SERVICE

Options for long distance service include:

- Prepaid Calling Cards - available in several denominations from the University Bookstore
- 800# Toll Free Access - Many providers offer voice and/or data service through toll free 800# access. Google "long distance service" to find a variety of available service providers

SERVICE RESTRICTION

If you receive a fast busy tone, you are restricted from performing an attempted function. Consult the resources listed in this guide to determine if you are truly restricted or if there is a problem with your telephone.