

# MULTI-LINE TELEPHONE SETS QUICK REFERENCE GUIDE UTICA AND WATERTOWN

## REPORT ALL TELEPHONE PROBLEMS TO: OFT TELECOMMUNICATIONS HELP DESK 1-888-784-4647

### PLACING A CALL

**Internal** - Hear dial tone  
Dial 4 digit extension number

**External** - Hear dial tone  
Dial 9 and number  
Long Distance - 9 and 1, area code and number for  
all calls outside your area code.

**On hook** - Press a free extension  
**dialing** Hear dial tone  
Dial the number  
Pick up handset when line starts to ring  
If busy - Press **rls** button

### HOLD

Press **HOLD** button, hang up

Retrieve Call:  
Press Flashing Indicator button

### TRANSFER

Press **Transfer /Conference** button  
Hear dial tone  
Dial extension number  
Announce call or wait for first ring  
Press **Transfer /Conference** button  
Press **rls** or hang up

To Cancel:  
Press your extension button  
Reconnected to held call

### CONFERENCE

Join up to 6 Parties including yourself.  
(It is recommended only 2 outside calls)

Dial first party, announce conference  
Press **trans/conf** or **conference** button  
Hear dial tone  
Dial next party, when party answers  
Press **trans/conf** or **conference** button  
Repeat steps to add parties  
To Drop off a call:  
Press **rls** button or hang up  
(If you get a busy or ring-no-answer,  
press **your extension** to return to original call)

### CALL PICKUP

To pick up another call in your group  
Hear dial tone  
Press **Call Pickup (or 13)**  
You are connected to caller  
**Directed Call Pickup** - Hear dial tone, Dial 195 and Extension  
**Group Call Pickup** - Hear dial tone, Dial 194 and Pickup group  
number.

### DIAL INTERCOM

Call another phone in your group by dialing  
a 1 or 2 digit number.

Press **i/c** group number  
Dial the intercom number

To Answer call:  
Hear dial tone  
Press **i/c** button

### CALL PARK

Move a call in the system and retrieve it from another telephone.  
During conversations, press **trans/conf** or **transfer** button  
Dial **171** and your extension number  
Press **trans/conf** or **transfer** button  
Hang up.

To Retrieve:  
Lift handset  
Dial **172** and your extension number.

### CALL FORWARD ALL CALLS

Redirects calls to another extension  
With handset on hook  
Press **forward** button  
Dial extension number  
Press **forward** button

To Cancel:  
With handset on hook  
Press **Call Fwd** or **forward** button

To Reactivate:  
Press the **forward** button twice

### LAST NUMBER REDIAL

Hear dial tone  
Press **last number** button  
OR  
Hear dial tone  
Press main extension button once  
Last number called is redialed

### RING AGAIN

Calls you back when line is busy.  
While listening to busy signal  
Press **ring again** button  
Hang up

When both parties are idle or free  
A buzz tone will be heard,  
Lift handset  
Press **ring again** button, it will dial the call again.

### SPEED CALLING

Allows faster dialing of numbers by using 1 or 2 digit codes  
List of up to 10 numbers = codes 0-9  
List of up to 100 numbers = codes 00-99

**To Program:**  
With handset in place, Press **Speed Call** button  
Press 1 or 2 digit Speed Call Code  
Dial number to be stored (up to 20 digits)  
Press **Speed Call** button  
**To Make a Call:**  
Hear dial tone, Press **Speed Call** button  
Dial 1 or 2 digit Speed Call Code

### STORED NUMBER REDIAL

Allows user to store a single telephone number for reuse.

**To program before a call:**  
With handset in place, Press **Stored Number** button  
Dial number to be stored  
Press **Stored Number** button, Number is stored.

**To program during active, busy or no answer call:**  
While active on call, or when you hear a busy or no answer,  
Press **Stored Number** button  
Number remains stored until changed.

**To call stored number:**  
Hear dial tone, Press **Stored or Stored Number** button  
Stored number is dialed.

### AUTODIAL

Store numbers for one touch dialing. (Up to 23 digits)  
**To program:**  
With handset in place, Press **Autodial** button  
Dial telephone number to be stored  
Press **Autodial** button again, Number is stored

**To Use:**  
Hear dial tone, Press **Autodial** button