POUGHKEEPSIE SINGLE-LINE TELEPHONE QUICK REFERENCE GUIDE

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 within your own area code.
Long Distance – 9 and 1, area code and number for all calls outside your area code.

HOLD

Press **Flash or Link** button
Press # key, dial 4, hang up

To retrieve call:
Lift handset

CALL WAITING

Alerts you that another call is waiting:

Hear a double tone while talking
Press **Flash or Link** button
Press **Flash or Link** button to return to original call

TRANSFER

To transfer a call to another extension:

Press **Flash or Link** button
Dial extension number
Announce call, hang up

If extension is busy or does not answer:
Press **Flash or Link** button
You are reconnected to the call

CONSULTATION HOLD

To make a second call while you are on a call:

Press **Flash or Link** button
Dial the number
When 2nd call hangs up, you are returned to 1st call

CALL PICK

To pick up another ringing telephone in your group

Hear dial tone, Dial **13**

LAST NUMBER REDIAL

Allows you to store the last number you dialed.
Dial **189**

To Use:
Lift handset
Dial **189**

STORED NUMBER DIALED

Allows you to store a single telephone number for reuse
To program before a call:
Hear dial tone, Dial **178 and number to be st**ored
Hang up.

To program during an active call:
Press **FLASH BUTTON**, hear dial tone
Dial **178,** Hang up.

To Use:
Hear dial tone, Dial **179**, listen for ring back tone

CALL PARK

Allows you to park a call on your extension and answer another call or retrieve it from another phone.

During a conversation, press **Flash** button
Dial **171** and your extension number, hang up

To retrieve:
Lift handset
Dial **172** and your extension number

CONFERENCE

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

Press **Flash or Link** button
Dial the number of the additional party
When party answers, Press **Flash or Link** button
All are connected

If number is busy or does not answer:
Press **Flash or Link** button
You are reconnected to the call

RING AGAIN

Calls you back when line is busy.

While listening to busy signal
Press **Flash or Link** button, Dial **11**
Hang up

When both parties are idle or free
Your phone will ring in short bursts
Lift handset, wait for party to answer

To cancel:
Hear dial tone, dial **12,** hear dial tone
Hang up.

CALL FORWARD ALL CALLS

Redirects calls to another extension

Hear dial tone, Press # key, dial **1**
Dial extension number, hang up

To cancel:

Hear dial tone, Press # key, dial **1**
Hang up

SPEED CALL

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:
Hear dial tone, Press # key, dial **2**
Press1 or 2 digit Speed Call Code
Dial number to be stored (up to 20 digits)
Hang up

To Make a Call:
Hear dial tone, Press # key, dial **3**
Dial 1 or 2 digit Speed Call Code