

ROCHESTER 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**

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

AUTOMATIC CALLBACK

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**
Press 1 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