

**MULTI-BUTTON SETS  
QUICK REFERENCE GUIDE  
SYRACUSE STATE OFFICE BUILDING  
OFT 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 **HOLD** button, hang up

Retrieve Call:  
Press Flashing Indicator button

**TRANSFER**

Press **Trans/Conf** button or **Trans** Button  
Hear dial tone  
Dial extension number  
Announce call or wait for first ring  
Press **Trans/Conf** button or **Trans** Button  
Press **rls** button 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** button or **Conf** Button  
Hear dial tone  
Dial next party, when party answers  
Press **Trans/Conf** button or **Conf** Button  
Repeat steps to add parties

**CALL  
PICKUP**

To pick up another call in your group  
Hear dial tone  
Press **Call Pickup (or 13)**  
You are connected to caller

**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

**LAST NUMBER  
REDIAL**

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

**CALL FORWARD  
ALL CALLS**

Redirects calls to another extension  
With handset on hook  
Press **Call Fwd or Forward** button  
Dial extension number  
Press **Call Fwd or Forward** button

To Cancel:

With handset on hook  
Press **Call Fwd or Forward** button

**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 **Trans/Conf or Trans** button  
Dial **171** and your extension number  
Press **Trans/Conf or Trans** button, hang up

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

**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 or Stored Number**  
Dial number to be stored  
Press **Stored or 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 or Stored Number** button  
Number remains stored until changed.

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

**AUTODIAL**

Store numbers for one touch dialing.

**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