

ROLM Phone Features

Hold

1) Ask the caller if they would mind holding, Press the HOLD (*9) button. To reconnect, press the button of the line holding

2) For a single line telephone, you can put a caller on a “System Hold” and make another call from the same telephone. This is called a Consultation Call.

Ask the caller if they would mind holding, press FLASH and then place your next call, either an extension or 9 + outside number. To reconnect to the first caller, press CONNECT (*1).

Transfer

To transfer a call, give the caller the number where they are being transferred, press TRANSFER (*7), key in the new extension, when answered, announce the call and hang-up. If the line is busy, press CONNECT to re-connect to the caller.

Call Forwarding

To have your calls ring at another extension. Get a dial tone, Press FORWARD (#9), dial the new extension number, Hang-up. To cancel, from your telephone, get dial tone, press FORWARD. (##9)

Forward to extension 4000 for a general College closed message, useful during Winter and Spring break.

Pick-Up

This feature allows you to answer other extension from your telephone.

If you are in a Pick Group, and hear another extension in your group ringing, press PICK 2 times to answer that extension. (**3) When you hear an extension ringing that is not in your pick-group, press PICK and the number of the extension ringing. (*3)

Camp-On

This allows you to be placed in a queue for an extension that is busy (This is for inside calls only). When you hear the busy signal press CAMP (#1) and hang-up. When the line becomes free, the Callback Camp-On feature will call back with a long ring. When you pick up the phone, the other extension will begin ringing.

Save & Repeat

This feature allows you to save an outside line number that is busy. When you hear the busy signal on the outside line, press SAVE/REPEAT, hang-up. To redial the number press SAVE/REPEAT and the number will automatically be redialed. This number will remain on this key until you replace it with another number.

Speed Dial

Setting a REPD L number: pick up the phone, dial *566, push one of the REPD L buttons, dial the number (extension or outside line), hang up.

Using REPD L: once assigned, simply pressing the REPD L button will call the number.

Setting a Speed Dial number: pick up the phone, press the STASP button twice, press a number between 0 and 9 to set the speed dial code, dial the number (extension or outside line), hang up.
Using the Speed Dial number: pick up the phone, press the STASP button once, press the speed dial code number.

Conference Call

Call the first person and announce that you are making a CONFERENCE CALL. Press FLASH, dial the next extension or outside number, announce the call, press CONFERENCE. Repeat the previous step until all parties are connected. If a line is busy, or if the call is refused, press CONNECT to return to the conference call. A total of 8 parties can be included in the call, but only 2 can be outside lines.

Change Ring Tone

When all of the telephones in an area sound the same, it is possible to change the tone of your telephone.

Get a dial tone, press *572. The phone will begin ringing. Key in keys 1 thru 8. The last digit that you press before hanging up will determine your telephone tone when it rings.

Tone 1 :	Steven
Tone 2 :	Circulation Desk
Tone 3 :	Peggy
Tone 4 :	Cindy
Tone 5 :	Jill
Tone 6 :	Laura
Tone 7 :	Chris
Tone 8 :	Heidi