

## RHODE ISLAND COLLEGE

**To Answer a Call:** Lift handset or press **HANDSFREE** (green key next to handset) or press the **Line** key (small oval green key in ext.window)  
**Tip:** To switch from handset to **HANDSFREE**, press **HANDSFREE** and replace handset.

**To Make a Call:** Lift handset or press **HANDSFREE** or press the **Line** key (small green key in extension window).

**Internal calls** - dial extension.

**External calls** – dial 7 + 1 + Area + Number

**Redial:** Press line key twice **OR** lift receiver and press line key once.

**To Hold a Call:** Press HOLD. To return to the caller, press the blinking line key. **(If you press the ringing line before pressing HOLD, don't worry, your caller will be put on HOLD automatically. After 1 minute, a quick beep reminds you that a caller is still on HOLD)**

**To Transfer:** With a caller on the line, press **TRANSFER** (soft key), dial the internal extension or number. Press **CONNECT** to release the call. *(You may consult privately your party before pressing **CONNECT**.)*

- To talk to the original calling party press the **SWAP** key. You may **SWAP** back and forth until the **TRANSFER** is complete by pressing **CONNECT**.

**To Conference:** With a caller on the line, press **CONFERENCE** (soft key). Dial the next extension or telephone number. When the call is answered, announce the conference and press **CONNECT**. *(You may repeat this process for a total of 6 parties, including yourself)*

- To talk to the original calling party press the **SWAP** key. You may **SWAP** back and forth until the **CONFERENCE** is complete by pressing **CONNECT**.

**To Forward Calls:** Press **FORWARD** (soft key), dial the extension you want your calls forwarded to and press **DONE** (soft key) again. All calls presented to your extension# will follow your **FORWARD** destination.

**To cancel:** Press **CHECK FORWARD** and follow soft keys to check number or cancel forward.

**To reinstate:** Press **FORWARD**, then press **OK** to keep the last destination or enter a new forward destination, then press **OK**.

**Call Pickup:** Lift handset and press **PICKUP** (soft key) to answer the ringing telephone in your **Call Pickup** group.

**Call Park:** With the caller on the line, press **PARK** (soft key) and watch display for park code. Press **OK** (soft key). Retrieve call from any phone by lifting receiver and dialing the **PARK** code.

### **To Program/Re-label your Autodial Keys**

*Tip: It is easier to first Re-label your Autodial keys. Once Re-labeled, follow steps to Program Autodial*

#### **To Re-Label Autodial:**

1. Press **OPTIONS** key at bottom row
2. Use Navigator Keys to arrow down to "Change Feature Key Labels", press Select
3. Select "Change Feature Key Label"
4. Select a Feature Key – (Press "Autodial")
5. Press **Delete** and enter the name you would like to appear in the display using your keys on the pad for entering ALPHA (letters).
6. Press **DONE** when finished – see your **Re-labeled Autodial** key in the display

**Now Follow Steps to Program Autodial**

## NORTHERN TELECOM 3900 TELEPHONES

### **To Program Autodial:**

1. Without lifting handset, press **Autodial**.
2. Dial telephone number to be stored (dial the number as you would dial it – don't forget the 7).
3. Press **Autodial** again to save.

### **To Access Autodial:**

1. Lift handset or press **HANDSFREE**.
2. Press **Autodial**.

**Message:** Press **MESSAGE** to access voicemail.

**Call Log:** copies incoming/outgoing calls automatically

\*3904 = 20 incoming /10 outgoing

Use navigation keys and soft keys to: select, edit, delete, dial, etc....

**Directory:** Stores entries by name and phone number (3904 phones only)

1. While on a call, Press COPY.
  2. Press DIRECTORY (soft key)
  3. Use navigation keys and soft keys to: select, edit, delete, dial, etc....
- Stores up to 100 names and phone numbers

### **Customize your telephone:**

Press **OPTIONS** key to adjust: screen contrast, volume, ring type, time and date format, etc...  
To exit **OPTIONS**, press **QUIT**.

**Tip:** To turn off **XX New Callers** message on telephone display: Press **Options** Key, and using navigation keys, scroll to **Call Log Options**. Set **New Call Indication** to **OFF**. Press **DONE** to save selection, and **QUIT** to exit.