

## STANDARD KEYS

### **MUTE KEY (HANDSET ONLY)**

This will mute your voice on the handset.

*Light off- the party can hear you.*

*Light on- the party will not hear you.*

### **MIC KEY (SPEAKER ONLY)**

This will enable you to speak without the handset.

*Light on- the party can hear you.*

*Light off- the party will not hear you.*

### **HOLD KEY**

Press to place an internal or external call on hold.

### **MESSAGE KEY (VOICEMAIL)**

Dial **8778** or press the **Message** button and you will be prompted for a security code. **Note 8781 and 8784 are no longer in use.**

### **H-Set KEY (SOFT KEY)**

Press to turn on and off the headset function.

### **SPEAKER KEY**

Controls the hands free feature.

### **ANSWER KEY**

To activate the ringing line pick up feature.

### **RECALL KEY**

Press the key to finish or abort the call and hear dial tone.

### **FEATURE KEY**

Press **Feature** and then the number **3** on the key pad to select a ring tone.

### **SOFT KEYS**

Keys that will display in the LCD display.

## BASIC FUNCTIONS

### **STATION-TO-STATION CALLS**

- Lift the handset or press **Speaker** to receive dial tone, dial station number.

### **PLACING AN OUTSIDE CALL**

- Lift the handset or press **Speaker** to receive dial tone,
- Dial **9** and the telephone number. (*Example: 9 1 516-555-1212*)

### **DYNAMIC KEY PAD (TURNS ON AND OFF THE LIVE KEYPAD)**

- Press **Feature** then **8** to toggle on and off this feature.

### **LAST NUMBER REDIAL**

- Press the key to activate **Redial** feature.
- Press the redial to scroll through the last 5 numbers that you have dialed, when the desired number is displayed then press the \* key to activate dialing.

### **CALL HOLD**

- While on a call, press Hold.
- The held line you are connected to will flash.
- To retrieve the call, press the flashing held line.

### **CALL TRANSFER**

- After conversing,
- Press **Transfer**; receive stutter dial tone.
- Dial the destination number, hang up or wait for answer.
- To retrieve a call (if called party does not answer) press **Transfer** again.

### **CONFERENCE CALL\_(3 WAY)**

- With the call in progress, ask the party to hold. Press **Transfer**; receive stutter dial tone.
- Dial the desired party's internal or external number to conference in.
- After call is answered, press **Conference** key.
- All three parties are then connected.
- If third party doesn't answer press **Transfer** to retrieve first party.

### **CALL-HOLD CONFERENCE**

- With a call already on hold, place or receive a second call from a different line key.
- Press **CHCNF** soft key.
- Press the line where the first call is on hold.
- Three party conference is established.

### **ONE TOUCH SPEED DIAL**

- To program speed dial, press **Feature**, then press desired blank line key, dial the number and press **Feature** again.
- Press line key to call that number.

### **CFA KEY (CALL FORWARD ALL CALLS)**

- Lift the handset or press **Speaker** to receive dial tone on the line that you want to forward the calls.
- Press **CFA** Key or **#9** and receive stutter dial tone.
- Dial the extension to which you want the calls to forward.
- Hear a different tone indicating calls are now forwarded.
- Hang up.

### **TO CANCEL CFA (CALL FORWARD ALL CALLS)**

- Lift the handset or press **Speaker** to receive dial tone on the line you want to cancel the forwarding on
- Press **CFA** key or **\*9** and receive service tone.
- Hang up.

### **GPICK (CALL PICKUP GROUP)**

- If an extension with in the group is ringing, lift the handset or press **Speaker** to receive dial tone.
- Press **GPICK** soft key or dial **\*\*3**, to retrieve the ringing call.

### **PICK (Direct Call Pick Up)**

- Lift the handset or press **Speaker** to receive dial tone.
- Dial **\*3** and the extension number which you want to answer.

### **REDIR- (Soft key)**

- As an incoming call is ringing on your line you can press the **REDIR** key and it will automatically transfer the call into your voicemail box.

### **QUICK TRANSFER TO VOICEMAIL**

- During a call to transfer directly to a users voicemail box press **Transfer**, then dial the extension, then press the **REDIR** soft key.

### **VOICE CALL**

- Dial the extension number followed by pressing the **Voice** soft key, this will announce a call over the other person's speaker phone. This feature will only work if the called person is idle.

### **RINGING LINE PICK UP**

- Press the **Feature** key then the **Answer** key. The **Answer** key will light up. Ringing line pick up will now be activated, allowing you to answer any line ringing on your phone.
- To Cancel: press **Feature** key then the **Answer** key again.

### **INCOMING CALL ASSISTANT (ICA) SOFT KEY**

- Stores and displays call information for both incoming and outgoing calls.
- Allows the user to dial the last 20 calls dialed or received.
- Automatically displays caller ID information for incoming calls on your second line when your first line is in use.

### **FIRST-TIME ICA PASSWORD SET-UP**

- If a user has not previously logged in to ICA before, New Password: will display upon log-in. Enter a new password and then press the # key.
- After successful log-in, the ICA allows display telephone users to scroll through the last 20 calls originated or received. Received calls can be returned via ICA.
- Press the appropriate keys as shown on the key map on back page of this manual.
- Continue to scroll until the desired phone number is displayed.
- Press # to place call.

### **ICA LOG-IN**

- While your phone is idle (on-hook), press the **ICA** soft key located at the top of your phone.
- The prompt Extension: will appear.
- If you are at your own phone, press the # key.
- If you are at a different phone, enter your 4-digit extension number.
- The prompt Password: will display.
- Enter your password.
- Press #.
- The prompt 1: Inbound 2: Outbound will display. Press the digit (1 or 2) corresponding to the type of call history you wish to view.
- Then use keypad to scroll through history.
- (Key Map on back page of this manual).
- Log out of ICA by pressing the **ICA** key.

### **ICA LOG-OUT**

- While a phone is idle (on-hook) and logged in, press the **ICA** soft key. You will automatically be logged out of ICA. You will also be automatically released from ICA mode if no key is pressed within 20 seconds.

## DIRECTORY DIALER

### USING DIRECTORY DIALER TO PLACE A CALL

- Press the **Directory** key.
- **Name?** will display.
- Use the keypad on your phone to spell out the employee's last name.
- Press **#**.
- If there are multiple matches, press **8** to scroll through the choices.
- When the correct name is displayed, press **#** to place a call to that individual.
- If several possible name matches exist, use the key map (See Map Key Legend) to scroll through the names to find the one you want to dial.

### USING DIRECTORY DIALER TO CONFERENCE A CALL

- While on a call, press the **Directory** key.
- Use the keypad on your phone to spell out the last name of the person you wish to conference on the call.
- Press **#**.
- If there are multiple matches, press **8** to scroll through the choices.
- When the correct name is found, press **#**. The first call is then placed on hold and the second number is dialed.
- When this person answers, press the **Conference** key on your phone to connect all parties.

### USING DIRECTORY DIALER TO TRANSFER A CALL

- While on a call, press the **Directory** key.  
Use the keypad on your phone to spell out the last name of the person to whom the call is being transferred.
- Press **#**.
- If there are multiple matches, press **8** to scroll through the choices.
- When the correct name is displayed, press **#**. The first call is then placed on hold and the second number is dialed.
- Hang up to complete the transfer.
- To cancel the transfer, press the **Transfer** button on your phone.

## MAP KEY LEGEND

### USED FOR ICA AND DIRECTORY DIALER

1. Displays the first entry in the scroll list (Top)
2. Displays the previous entry in the scroll list (Scroll Up)
3. Displays the entry with a different first letter (Prev Letter)
4. Display additional entry info (Scroll Left)
5. Adds more letters to the search string (Add Letters)
6. Display additional entry info (Scroll Right)
7. Displays the last entry (Bottom)
8. Displays the next entry (Scroll Down)
9. Displays the next entry with a different first letter (Next letter)
0. Returns to the beginning (Search Again)
- \*. Clears the entry (Backspace)
- #. Selects displayed entry (Enter)

## VOICEMAIL

### TO ACCESS VOICEMAIL INTERNALLY

- Press the **Message** button or dial **8778**. You will be prompted for your security code. Default security code is: **CCNY (2269)**.

### TO ACCESS FROM ANOTHER CAMPUS PHONE

- Press the **Message** button or dial **8778**. You will be prompted for the security code of the phone you are using.
- Ignore the prompt.
- Press **\*** and **#** and you will be prompted to enter your extension and security code.

### FROM OUTSIDE THE CAMPUS

- Dial **212-650-8778**, when the greeting answers press **#** and then enter your extension and security code.

### GETTING STARTED

Listen to new messages	1
Record a message for another phone number	2
Phone manager functions (user options)	3
Listen to saved messages	5
To quit menu	*

### PHONE MANAGER (USER OPTIONS)

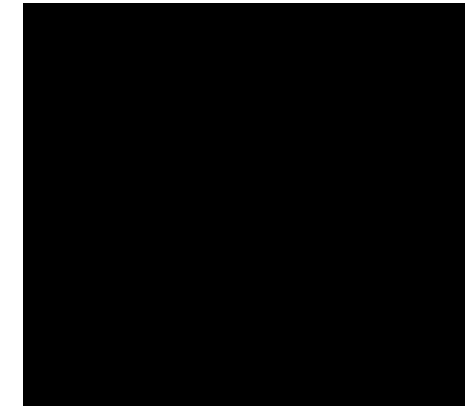
Personal Options	1
Messaging Options	2
Change your standard greeting	4
Change your out-of-office greeting	6
To quit menu	*

### PERSONAL OPTIONS

Record your personal greeting	3
Change your security code	4
Change your name recording	5

### WHILE LISTENING TO OR AFTER LISTENING TO A MESSAGE

Forward to (4 digit CCNY numbers only)	2
Skip back five seconds	3
Delete	4
Save	5
Skip to the next message	7
Reply (4 digit CCNY numbers only)	8
Skip ahead five seconds	9



# Telephone and Voicemail User Guide