

# DoIT IP TELEPHONE QUICK REFERENCE GUIDE (Questions? Contact The DoIT Helpdesk at 212.237.8200)



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## Making a Call

### External:

Dial "9+1+(area code)+ number LD

### International

Dial 9 + 011

### Internal

4 digit extension

### Emergency Dialing

9 911 or 911

### Answer a call

Lift the "handset" or

Press the "Speaker" key

If you are using a Headset, press the "Answer" Soft Key

### Hold

Press the "Hold" Soft Key

To return to the held call:

Press the "Resume" Soft Key

### Answer a Second Call Appearance:

Press the Answer key. The first call will automatically be placed on Hold

### To return to the held call:

Highlight the call on hold using your navigation key

Then press Resume

### Speaker

Press the "Speaker" key

### Muting a Call

While on a call, press mute to prevent the party you are speaking to, from hearing what "you" (or someone else in the room) is saying.

To mute a call, press the "Mute" key

To cancel, press the "Mute" key again

### Call Forward All Calls

You are able to divert your phone calls to any internal/external number or to voicemail

Press the "CFwdAll" Soft Key

Dial the number that you want all of your

calls to "forward to" (External forwarding, if permitted, must include "9-1")

### To cancel call forward:

Press the "CFwdAll" Soft Key

### To forward to voicemail:

Press the "CFwdAll" Soft Key

Press the "Messages" button.

### Transfer a call (Announced Transfer)

During a call:

Press the "Transfer" Soft Key

Dial the "4" digit extension number, when answered, announce the call...

Then, press the "Transfer" Soft Key again

### Cancelling the Transfer

If there is no answer, the number was dialled incorrectly or if Voicemail answers:

Press the "EndCall" Soft Key, then press the "Resume" Soft Key to reconnect to the original caller

### Transfer a call (Blind Transfer)

While on a call:

Press the "Transfer" Soft Key

Dial the "4" digit extension number

Press the "Transfer" Soft Key again

### Conference Call (20 party)

During a call,

Press the "More" Soft Key, then press the "Confm" Soft Key

(This opens a new line while putting the other party(s) on hold).

Dial the additional party.

Press the "Confm" Soft Key again to add this party to the conference call.

Repeat the first three steps to add another caller.

Note: Only the host will be able to add new participants to the call

### Conference Con't

If there is no answer, the number was dialled

incorrectly or if Voicemail answers:

Press the "EndCall" Soft Key, then press the original caller(s)

### Conf list

To view a list of conference participants

Press the "More" soft Key (twice), then press the "ConfList" Soft Key.

(The participant with an asterix (\*) next to his/her name is the "initiator"

### To remove a participant

While viewing the "ConfList", highlight the participant that you wish to remove, then press the "Remove" Soft Key.

### To Refresh the Conference list

Press the "Update" soft key.

### Redial

Press the "Redial" Soft Key

### Call log

#### To view your call log:

Press the "Directories" key, then press:

(1) Missed Calls

(2) Placed Calls

(3) Received Calls

Each category will store up to 100 numbers

### To dial from a call log entry

Highlight a call entry

Press the "Dial" Soft Key

### Corporate Directory

Press the "Directories" key to view a list of different directory options.

#### Select (6) Corporate Directory

Use the Keypad to enter a full or partial name and press the "Search" soft Key

To dial the entry, highlight the listing, then press the "Dial" soft key or lift the handset

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## Transfer a call using the Directory

Press Mute  
 Press Directories  
 Select 5 for Corporate Directory  
 Use your keypad to enter a full or partial name and press the Search key  
 Scroll to a listing and press Dial  
 Choose a menu item to handle the original call:

**Hold** – Puts the first caller on hold and

Voicemail Main Menu	
<b>1</b>	Listen to messages
<b>2</b>	Send a message
<b>3</b>	Review old messages
<b>4</b>	Setup options
Re-Record Personal Greeting	
4	Choose Setup from main menu
1	Greetings Menu Your active greeting plays
1	To record your new greeting Record your new greeting after the tone, then press #.
#	To save the greeting
Performing Voicemail Functions	
<b>4-1-2-1</b>	Re-Record Greeting
<b>4-3-2</b>	Re-Record Name
<b>4-3-1</b>	Change Password

dials the second

**Transfer** – Transfers 1st party to 2nd and drops you from call

**Conference** – Creates Conference with all parties and yourself

**End Call** – Disconnects the 1st call and dials the 2nd  
 Press **Transfer** again or hang up to complete transfer

## Abbreviated Dials

Select “**User Options**”  
 Select “**Device**” (from the drop down list)  
 Press “**Speed Dials**”  
 Enter number in “**number**” field (9 for outside line)  
 Enter name in “**Label**” field (Then “Tab” to next entry Level)  
 Press “**Save**” (the entry(s) will be downloaded to your phone)  
 Note: Take a note of the abbreviated dial “**memory number**” (01-99)

## To call an entry

Dial the **2** digit memory location (01-99).  
*Do not lift the handset or press the speaker key.*  
 Press the “**AbbrDial**” soft key.

## Changing CCM User Password or your phone's Pin number

Select “**User Options**”  
 Select “**User Settings**”  
 Enter “**current**” password/pin  
 Enter “**new**” password/pin **twice**  
 Select “**Save**”

## Mailbox Number and Password

Your extension number is your mailbox number  
 The default password is:

## JJC or 552

You will be prompted to change this during initial set up.

## Listening to Messages

- 1. Listens to new messages**
- 3. Reviews old messages**

## After listening to a message

- 1. Repeats a message**
- 2. Saves messages**
- 3. Deletes messages**

## Mailbox Number and Password

**Internally from your own phone:**  
 Your extension number is your mailbox number  
 The default password is: **JJC or 552**.  
 You will be prompted to change this during initial set up.

## Accessing Voicemail

**Internally from your own phone:**  
 Press the Message Envelope key  
 Or dial 5867  
 Enter your Password  
**(Initial Password is JJC or 552)**  
 press the # key  
 Follow the prompts

**Internally from another phone:**  
 Press the Message Envelope key  
 Press the \* key  
 Follow the prompts.

## **Externally:**

- Dial your direct number or dial 646-781-5867
- Press the \* key
- Follow the prompts.

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**NOTES**