Dial Plan

**Internal and Site to Site Calls**: Dial 2-digit site code + 4-digit extension

- **Roosevelt House**: 13+XXXX, **Silberman**: 12+XXXX (Cisco)
- **Main Campus**: 11+XXXX, **Hunter High School**: 14+XXXX, **Brookdale Campus**: 17+XXXX (Siemens)

**External Calls**: Domestic: 9+1 Area Code + Number
- Int'l: 9+011+Country Code + Number
- Service calls: 9311, 9411
- Emergency External: 9+911 or 911

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**Your Phone**

1. Incoming call or voicemail indicator
2. Line and feature buttons
3. Softkeys
4. Navigation
5. Hold, Transfer, Conference
6. Speakerphone, Headset, and Mute
7. Voicemail, Applications, and Directory
8. Volume
9. Speaker
10. Headset
11. Mute
12. Keypad
13. Volume
14. Contacts
15. Applications
16. Voicemail
17. Handset

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**Feature and Session Buttons**

Feature buttons (left side): view calls on a line or Speed Dials
Session buttons (right side): resuming calls or answering a call

- Green, steady: Active call
- Green, flashing: Held call
- Amber, steady: Shared line in use
- Amber, flashing: Incoming call
- Red, steady: Shared line in use
- Red, flashing: Shared line on hold
**Place a Call**
- Enter a number and lift the handset.
- Press **Redial** softkey.
- Press **New Call, Speaker** or **Headset** and dial.

**Answer a Call**
- Press the flashing amber button.
- Lift the handset.
- Press the **Speaker** or **Headset** button or **Answer** softkey.

**Put a Call on Hold**
- Press **Hold**.

**Resume a Held Call**
- Press **Hold** again or **Resume** softkey.

**Call Transfer**
To transfer while on an active call:
- Press the **Transfer** button or softkey.
- Dial the intended party.
- Announce caller when line is picked up.
- Press the **Transfer** button.

**Conference**
**Ad Hoc Conference (Up to 8 Parties)**
While on an active call:
- Press **Conference** button.
- Dial the intended party, then press the **Call** softkey.
- When call connects, press **Conference** button to connect the calls.
- Repeat to add additional parties.
To rejoin conference if party is not available:
- Press **EndCall** softkey.
- Press **Resume** softkey to be connected with conference in progress.

**View Conference Participants**
- Press the **Show detail** softkey.
- To refresh the screen, press **Update** softkey.

**Blind Transfer to Voicemail**
- Press **Dial # + 2-digit site code + 4-digit extension + Transfer within site**

**Call Forward**
To forward all incoming calls:
- Select a line and press **Forward all** softkey.
- Dial the number.
To forward to voicemail:
- Press the **Forward ALL** softkey.
- Press the **Messages** button.
To receive calls again:
- Press the **Forward Off** softkey again.

**Remove Conference Participants**
- Press **Show Detail** softkey.
- Highlight the party you wish to remove using the **Navigation** button.
- Press the **Remove** softkey.

**Add Another Person to a Call**
- From a connected call that is not on hold, press **Conference**.
- Select a held call and press **Yes**.

**Decline**
**Sending an Active or Ringing Call to Voicemail**
To redirect an incoming, ringing call while on another call:
- Highlight the incoming call and press **Decline** softkey.
To redirect an incoming call while not on a call:
- Press **Decline** softkey.
To redirect a held call:
- First resume the call and then press the **Decline** softkey.

**Do Not Disturb (DND)**
- Press **DND** softkey to turn on or off the ringer on the phone.

**Directories**
**Corporate Directory**
- Press **Contacts** button.
- Select **Corporate Directory**.
- Perform a search by name or extension.
- Press **Search** softkey.
- Scroll to a listing and press the **Select** button in the Navigation pad.
- Press **Select** button again.

To Exit:
- Press the **Exit** softkey.

**Personal Directory**

To access the Personal Directory:
- Press **Contacts** button.
- Select **Personal Directory**.
- Enter **User ID**:
- Enter **Password**:
- Press **Submit** softkey.

To Log Out:
- Select **Log Out | OK**.

Add a Personal Directory Entry:
- Press the **Contacts** button.
- Sign in to **Personal Directory**.
- Select **Personal Address Book**.
- Press the **Submit** softkey.
- Press the **New** softkey.
- Enter the nickname information.
- Press the **Phones** softkey and enter the phone numbers.
- Press the **Submit** softkey to add the entry to your personal directory.

Search for an Entry in Personal Directory:
- Press the **Contacts** button.
- Sign in to **Personal Directory**.
- Select **Personal Address Book**.
- Select one, all, or none of these:
  - Last Name, First Name, Nickname
- Enter the search criteria information, then press the **Submit** softkey.

**Call History**

- Press **Applications** button.
- Select **Recents**.
- Select line to view.

**Note:** You can view approximately 150 missed or all calls.

**Mobility**

**Single Number Reach**

To set up, see **Managing Your Phone** from the web section on page 5.

**Enabling Mobility**

To turn on or off Mobility from your desktop phone:
- Press **Mobility** button or softkey to display current remote status.
- Highlight **Enable Mobile Connect** option, then press **Select** softkey to change status.

**Note:** To disable Move to Mobile, follow step 1 above, then select **Disable Mobile Connect** and press **Select** softkey.
- Press the **Exit** softkey.

**Send Call to Mobile Device**

To transfer an active phone call from your desk phone to your mobile phone:
- While on an active call at your desk phone, press the **Mobility** softkey.
- Select **Send Call to Mobile**, then press **Select** softkey.
- After a few seconds your mobile phone will ring. Answer the call.

**Send Mobile Call back to Desk Phone**

This option is only available for calls that were previously transferred to a mobile phone using **Send to Mobile**.
- Verify the line on your phone is illuminated red, indicating that you currently have a call transferred using **Send to Mobile**.
- End the call on your mobile device. The system will automatically put the call on hold at your desk phone.
- Press the line key associated with the call that is on hold.

**Note:** Typically a line will flash red if it has a call on hold.
- The call should now be active on your desk phone.

**Voicemail**

**Setting up Voicemail**

- Press the **Messages** button.
- Enter your default PIN 135790#
- Record your Name.
- Record your Greeting.
- Change your Temporary PIN.
- Confirm your PIN.
- Press # to confirm Directory Listing.

Note: If you hang up before completing setup, you need to repeat setup again.

Internal Voicemail Access

From your phone:
- Press Voicemail button.
- Enter your PIN, #

Voicemail access from another phone:
- Press Voicemail button, * key.
- Enter your 4-digit extension, PIN, #.

External Voicemail Access

- Dial your direct number.
- Press * key
- Enter 4-digit extension, #
- Enter your PIN, #

OR

- Dial 347-554-2200 to access from PSTN

Main Menu:

- 1 Listen to messages
- 2 Send a message
- 3 Review old messages
- 4 Setup options

Greetings

- 4-1-1 Re-record Standard Greeting
- 4-1-2 Re-record Alternate Greeting

- 4-3-2 Re-record Name
- 4-3-1 Change PIN

Direct to Voicemail

To leave someone a voicemail message without having to call them:
- Press * + 2 digit site code + X-digit extension.

Check Messages

To check for messages after logging in:
- Press 1 to listen to new messages.
- Press 3, then 1 to review saved messages.
- Press 3, then 2, then 1 to listen to deleted messages.

The following options can be used while listening to your mail:

1. Restart
2. Save
3. Delete
4. Slow Playback
5. Change Volume

6. Fast Playback
7. Rewind
8. Pause or Resume
9. Fast forward-End
1# Skip Message
## Keep Msg. New

After listening to messages:

1. Replay
2. Save
3. Delete
4. Reply
5. Forward

6. Mark As New
7. Skip Back
9. Msg. Properties
* Cancel Playing Msg
0 Help

Managing your phone From the Web

To manage features such as speed dials (phone buttons), abbreviated dials (softkeys), Phone Contacts:

- Go to: https://myphone.hunter.cuny.edu/
- Press continue to this website
- Username: NETID username
- Password: NETID password

Speed Dial Configuration

To create additional speed dials:

- Click Phones tab.
- Click Phone Settings.
- Click Speed Dial Numbers.
- Do the following:
  1. Click Add New Speed Dial.
  2. Enter in the number as though you were dialing it.
  3. Enter in Label.
  4. Assign speed dial number (1-199).
  5. Click Save.

Call Forwarding

- Click Phones tab.
- In the left navigation pane, click Call Forwarding.
- Click the drop down arrow for the phone number you want to setup forwarding.
- Check the Forward all calls to: check box.
- From the drop-down list, enter the phone number you want to forward all calls to.
- Click Save.
  To turn forwarding off:
  - Uncheck the Forward all calls to box.
  - Click Save.

**Phone Contacts**
- Click Phones tab across the top of the page.
- Click Phone Settings tab.
- Click Create New Contact. The Add New Phone Contact window appears.
- Complete the fields with the contact information for the contact.
- Click OK.

**Ring Settings**
Customize your shared line ringtones.
- Click Phones tab across the top of the page.
- Click My Phones.
- Under Company Phones there are two phones. Look for the one that has your correct number. Example: +12123967900.
- Click the Application icon 🌐
- Click Settings from the drop down.
- Select Ring Settings.
- Select the phone number and customize When I'm on a call and When I'm not on a call from the drop down arrow.
- Click Save.

**Single Number Reach**
SNR allows you to provide an additional number where you can be reached if you are not at your desk.
Set up an Additional Phone:
- Click the Phones tab.
- In the left navigation, click My Phones.
- Under My Additional Phones, click the Add New icon. The Add a New Phone window displays.
- Enter the phone number and description for your phones.
- Optional. If this phone is a mobile phone, check the Enable Move to Mobile check box.
- Click Save.

**Managing your Voicemail from your Computer**
**Web Inbox-Visual voicemail through your computer**
- Go to: https://myvoicemail.hunter.cuny.edu
- **Username:** NETID username
- **Password:** NETID password
- Select Web Inbox.
To view and listen to voicemail:
- New unheard messages are bolded. Old messages are not bolded.
- Place your mouse over the message and click the play button to hear the message.
To log off Web Inbox:
- Click the Sign Out link in the upper-right corner.