Dial Plan

**Internal 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

**Answer a Call-Shared Lines**
- Press the flashing amber line button (left side) to switch lines.
- Press the session button (right side) to answer the call.

**Your Phone**
- ① Incoming call or voicemail indicator
- ② Phone Screen
- ③ Feature and session buttons
- ④ Softkeys
- ⑤ Navigation cluster, and Release
- ⑥ Hold, Conference and Transfer
- ⑦ Speakerphone, Mute & Headset
- ⑧ Dial Pad & Volume
- ⑨ Contacts, Applications, Voicemail
- ⑩ Back & Handset

**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: Private line in use
  - Amber, flashing: Incoming call
  - Red, steady: Remote line in use
  - Red, flashing: Remote line on hold

**Place a Call with Shared Lines**
- Select the specific line button (left side of screen) then press **New Call** softkey and dial.
- Pick up the **Handset**, press **Speaker** button or press **Headset** button, then press the specific line button (left side) and dial.

**Note:** If you select the shared line button and then press speaker, headset or pick up the headset the primary line will be used.
**Place a Call**
- Enter a number and lift the handset.
- OR
  - Press **Redial** softkey.
- OR
  - Press **New Call, Speaker or Headset** and dial.

**Answer a Call**
- Press the flashing amber button.
- OR
  - Lift the handset.
- OR
  - 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.

*Note:* If dialed party does not wish to take the call, press **End Call**, then resume original call.

**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.

**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.

**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.

**All Calls**
To view a list, sorted in chronological order, of all active calls on all your phone lines
- Press **All Calls** button.
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.
- You may be prompted to press any digit to accept the call.
- The transferred call should now be active on your mobile phone.

To end the call, simply hang up the call on your mobile phone. This will place the call on hold at your desk phone. Press the line button, of the held call, to resume the call at your desk phone. If you do not resume the call at your desk phone, the call will automatically end after 5 seconds.

Send Mobile Call back to Desk Phone
To transfer a mobile connect call from your mobile phone back to your desk phone:
Note: 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.
Note: If you do not answer the call on hold within 5 seconds the call will end.

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 6. Fast Playback
2. Save 7. Rewind
3. Delete 8. Pause or Resume
5. Change Volume # Skip Message
## Keep Msg. New

After listening to messages:
1. Replay 6. Mark As New
2. Save 7. Skip Back
4. Reply * Cancel Playing Msg
5. Forward 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 dropdown 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.