**PHONE FEATURES**

1. Line Button  
2. Footstand Adjust  
3. Display  
4. Message  
5. Directories  
6. Help Button  
7. Settings  
8. Services  
9. Volume  
10. Speaker  
11. Mute  
12. Headset  
13. 4-Way Navigation  
14. Keypad  
15. Softkeys  
16. Msg. Waiting  
17. Screen  
18. Microphone

**LINE BUTTON STATUS LIGHTS**

- Green Steady—Active /Two-Way
- Green Flashing—Held Call
- Amber Steady—Privacy/Intercom
- Amber Flashing—Incoming Call
- Red Steady—Remote Line in Use
- Red Flashing—Remote Call on Hold

**CALL HANDLING**

**Internal Calls**
- Dial 5-digit extension
- Site-to-Site: 5-digit extension

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

**Placing a Call**
- Lift handset and press **Call**
- Press **New Call/Redial/Speed Dial** softkey
- Press **Speaker** or **Headset**

**Answering a Call**
- Lift handset and press **Answer** softkey
- Press **Speaker** or press **Headset**

**Placing a Call on Hold**
- Press **Hold** button
- Press **Answer** softkey; first call put on hold

**Returning to Call on Hold**
- Press **Resume**

**If Multiple Calls are on Hold**
- Press **Navigation** button to select call
**CALL TRANSFER**

**Transfer**
To transfer while on an active call:
- Press the **Transfer** softkey
- Dial the intended party
- (Optional) Announce the call when the line is picked up
- Press **Transfer** again to complete

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

**Direct Transfer**
Transfer two active calls to each other and not be on the line:
- Highlight any call on the line and press **Select** softkey
- Scroll to highlight the second call
- Press **Select** softkey
- Press **DirTrfr** softkey
Calls are connected and you are dropped.

**Transfer to Voicemail**
- Press **Transfer + * + 5-digit extension**

**CALL FORWARD**
To forward all incoming calls:
- Press the **CFwdALL** softkey
- Dial 5-digit extension for internal Forward to voicemail:
- Press the **CFwdALL** softkey
- Press the **Messages** button
Cancel and receive incoming calls:
- Press the **CFwdALL** softkey again

**DIVERT**

**Send Active Call to Your Voicemail or a Predetermined Number**
While on another call:
- Highlight call; press **Divert** softkey
While not on a call:
- Press **Divert** softkey
To redirect a held call:
- Resume call and press **Divert** softkey

**CONFERENCE**

**Ad Hoc Conference (MAX # 6)**
While on an active call:
- Press the **Conf** softkey
- Dial the intended party
- Press **Conf** again when call is answered
- Repeat to add additional parties
Rejoin conference if party is not available:
- Press **EndCall** softkey
- Press **Resume** softkey and you are connected with conference in progress.

**VIEW CONFERENCE PARTICIPANTS**
- Press the **Show detail** soft key
- To refresh the screen, press **Update**

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

**CALL PICKUP**

**Answering a Call Using Pickup**
To answer a call that is ringing on another phone within your call pickup group:
- Press PickUp softkey to transfer a ringing call within your pickup group to your phone
- If the call rings, press Answer softkey to connect the call

**DO NOT DISTURB (DND)**
- Press **DND** softkey to turn on or off the ringer on the phone

**JOIN**

**Joining Conferences to Each Other**
To create a conference call by joining two or more existing calls on a single line:
- While one call is active, highlight the other call on hold
- Press More softkey
- Press Join until all parties are together

**PHONE DIRECTORIES**

**Call Log Directories**
Access Missed, Placed, or Received Calls:
- Press the **Directories** button and scroll through Missed Calls, Placed Calls, or Received Calls
- Each will store up to 150 numbers
To view additional information for the call (time stamp):
- Press **More** softkey, then press **Details**

**CUNY Directory**
To access the CUNY directory:

- Press **Directories** button
- Select **CUNY Directory**
- Perform a search by name or extension
- Press **Dial** softkey to call entry or press the **EditDial** softkey to modify the entry prior to dialing
**VOICEMAIL**

**First Time Logging On**

Access voicemail from your phone:
- Press the **Message** button
- Enter your default PIN & press # You are prompted to change your PIN.
- Record your Name
- Record your Greeting
- Change your Temporary PIN
- Change your Directory Listing

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

**Internal Voicemail**

From your phone:
- Press **Messages**
- Enter your password and press #

From another phone:
- Press **Messages**
- Press * key
- Enter 5-digit extension + # + PIN + #

**External Voicemail Access**

- Dial 646-664-2200
- Press * key
- Enter 5-digit extension + # + PIN + #

**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
- Enter new password; to confirm press #.

**Direct to Voicemail**

To leave someone a voicemail without having to call them:
- Press * + 5-digit extension

**Check Messages**

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

**Note:** New messages and Saved Messages are never deleted.

**Options while listening to your mail:**

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

After listening to messages:

1. Repeat  6. Mark As New
2. Save     7. Skip Back

**Accessing CCM User Web Page**

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

- [https://cispub.co.cuny.adlan/ccmuser](https://cispub.co.cuny.adlan/ccmuser)
- Enter user ID username@co.cuny.adlan and password
- Select User Options, Device, Speed Dial

From the Speed Dial and Abbreviated Dial Configuration page:

- Number column – enter 9+1+10-Digit #
- Label column – enter text for speed dial button
- ASCII Label column – enter same information as Label Field
- Click **Save**

**Calling an Abbreviated Dial Number**

To call an abbreviated dial number:

- Enter the number (1-99)
- Press **AbbrDial** softkey
- Lift the receiver

**SERVICE DESK**

For Questions or Concerns:
Call the CIS Service Desk: **212-541-0981**