How do I listen to voice messages?
Press Messages and follow the voice prompts. To check messages for a specific line, press the line button first.

How do I view my recent calls?
Press applications. Scroll and select Recent then select a line to view.

How do I search for a phone number in the NJIT Directory?
Press , select Corporate Directory from the Digital Screen and search by First or Last Name.

How do I redial a number?
Press Redial – first button on the left on the screen.

How do I put a call on hold?
Press Hold. To resume a call from hold, press Hold again.

How do I transfer a call to another person?
From a call that is not on hold, press Transfer. Enter the other person's phone number then press Transfer again.

How do I add another person to a call (Conference Call)?
From an active call, press Conference. Press Calls, select a held call, and press Yes.

How do I change the ringtone?
Press Applications. Select Preferences > Ringtone. Select a line. Scroll through the list of ringtones and press Play to hear a sample. Press Set and Apply to save a selection.

How do I forward all calls?
Select a line and press Fwd All. Dial the number that you want to forward to, or press Voicemail. When you return, press Fwd Off.

How do I switch to Speakerphone or a Headset during a call?
Press Headset or Speakerphone then hang up the handset.

How do I mute my Audio?
Press Mute. Press Mute again to turn mute off.
NJIT Voice Messaging Access:

1. Call Cisco Unity
   a) From your desk phone, dial: 1000 or press Message button.
   b) From another phone within your organization, dial: 1000 or press Message button then press (*).
   c) From outside your organization, dial: 973-596-5500.

2. If you are calling from another phone within or from outside your organization, press (*).

3. Enter your ID (usually your phone extension, and press (#).

4. Enter your password, and press (#).

The first time you log in you will be prompted to record your name and change your PIN. Enter the number provided by the Telecom department followed by the pound (#) key.

Phone Digital Screen Icons

- Off-hook
- On-hook
- Connected call
- Incoming call
- Missed call
- Received call
- Placed call
- Call on hold/resume call
- Message waiting
- Shared line in use
- Speed dial line
- Line Status indicator – monitored line is in-use
- Line Status indicator-monitored line is idle
- Line Status indicator-monitored line is ringing
- Line Status indicator-Monitored line is in do not disturb (DND)

Softkeys (keys located on the digital screen)

- All Calls: Lists all missed, placed, and received calls.
- Answer: Answer a call.
- Apply: Confirm a ringtone selection. Call Initiate a call.
- Callback: Receive notification when a busy extension becomes available.
- Cancel: Cancel an action or exit a screen without applying changes.
- Clear: Clear all values.
- Delete: Delete an entry from Call History.
- Del Call: Delete a call from Call History.
- Details: Opens the Details for a multiparty call in the Missed, Placed, and Received Call records.
- Dial: Dial a selected number.
- Divert: Send or redirect a call to voicemail or to a predetermined phone number.
- Edit: Modify a name or email address.
- EditDial: Modify a number.
- Exit: Return to the previous screen.
- Fwd All/Fwd OFF: Setup/cancel call forwarding.
- GPickup: Answer a call that is ringing in another group or on another line.
- Log Out: Sign out of Personal Directory.
- Meet Me: Host a Meet Me conference call.
- Missed: Open the record of missed calls.
- More: Display additional softkeys.