COLUMBIA UNIVERSITY
Information Technology

NetPhone Quick Reference Guide

For the complete NetPhone User Manual and more information, visit https://netphone.cc.columbia.edu

CUIT Helpdesk: 212-854-1919

Working with your NetPhone

To obtain a dial tone
Pick up the handset *or* press the speakerphone button *or* press the **NewCall** soft key.

To place a call <u>within</u> Columbia University
Obtain a dial tone, then dial the 5-digit extension you wish to reach.

To place a call <u>outside of</u> Columbia University
Obtain a dial tone, then dial **9**, **3**, **1** and **the area code** and **phone number** you wish to reach.

To answer a call
Pick up the handset or press the speakerphone button .

To transfer a call
During a call, press the **Transfer** key, enter the 5-digit extension to where you want the call transferred. When the 3rd party answers, inform them you are transferring the call, then press the **Transfer** key again to complete the transfer.

To forward all calls
Use the **MyNetphone** web tool at http://netphone.cc.columbia.edu.

NetPhone Key Legend
for Polycom Model IP450—3 line phones

My NetPhone Number is:

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Voicemail

For detailed NetPhone Voicemail information,
visit https://netphone.cc.columbia.edu

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How do you know you have a voicemail message?

The red message-waiting light is flashing

The display screen says you have a message

You hear a stuttered dial tone

You receive an email with the message attached as a .wav file

Access your voicemail...

from YOUR NetPhone:

Listen for dial tone

Press **Messages**

Press the *Connect* soft key

When prompted, press #

Enter password (default: 111)

Press #

from any campus phone:

Dial 4-8600 and follow voice-prompts

**from any off-campus phone
(including cell phones):**

Dial 212-854-8600 and follow voice prompts

From ANY NetPhone:

Listen for dial tone

Dial *86 and follow the voice prompts

Listen and respond to messages

To listen to new/old messages:

Access your voicemail (above)

Press 1 to listen to messages

Press 2 to change folders or listen
   to menu of messages

During message playback:

Press # to fast forward

Press * to rewind message

Press 0 to pause/stop

Press 0 again to resume play

Press 6 to skip to next message

After listening to a message:

Press 3, then 1 to reply to a message

Press 4 to return to previous message

Press 5 to repeat message

Press 6 to play next message

Press 7 to delete message

Press 8 to forward the message

Press 9 to save the message

Manage your voicemail options

Change personal greetings:

Access your voicemail

Press 0 for menu options

Select greeting to change

Press # after recording greeting

Press 1 to accept the recording

Press 2 to listen or 3 to re-record

Press * to return to main menu

Change your password:

Access your voicemail

Press 0 for menu options

Press 5 to change password

Enter new password and press #

Confirm password then press #

My NetPhone number: