VoIP phone tips and resources

Most office phones in Baker Lab and ST Olin are Voice-over-IP (VoIP) phones. These use a special network and will not work over normal phone lines.**Page contents:**

CIT resources

- Phone Features (listed on the bottom half of the page)
- IP Voice How to... (includes a link so you can download or print the **IP Telephone Instruction Booklet**, a PDF)
- Frequently Asked Questions about IP Voice Service

ChemIT's tips and tricks

See also

- Returning a broken VoIP phone to CIT

Quickly get to the top-level screen

- Press the PHONE/EXIT soft-key.

Adjust the contrast in your screen's LCD display

- Press OPTIONS. Press the (large) right arrow key under the display. Press the soft-key by the words, "Contrast Control". Press the soft-keys left/right to heighten/lighten contrast.
- The ideal contrast depends on ambient lighting and your own preferences. Thus you will likely want to make this adjustment and not simply accept the factory defaults. :-)

Add Speed Dial numbers

- There are two SP (speed dial) directories:
    - The top-level screen shows the "institutional" speed dial directory which everyone shares and which we have no direct control over. Working with CIT, we're trying to get an "Audix" speed dial on that screen to actually work.
    - The second SP directory if your own directory.
- To get to your own SP directory, from that top-level screen, press the soft-key underneath the contraction, "SpDial".
    - You will then see options to "Add", "Edit", and "Delete" SP's. To "Add", press the appropriate soft-key and follow the prompts.

Zero out number of missed calls

- The top-level screens shows the number of missed calls in the upper-left corner. To zero out this number, press the soft-key under "Log". Press the soft-key under "Missed" to see the missed calls. Press the soft-key under "DeleteAll", and you will be prompted to confirm you want to "Delete All Missed Calls". Press the soft-key under "Delete" (at lower, far left) if you do.

Reprogram VoIP phone for a different number

Caution: This deactivates number from any existing headset using that phone number!

- CIT VoIP phone programming

Other tips

- Read through the Booklet, cited above, to utilize more of your phone's capabilities.