

# Duke Office of Information Technology

## Telephone Service Recommendations

OIT can help you decide what kind of telephone set and calling features you need, depending on where and how the telephone is to be used.

In the chart below, R indicates our recommendation; O indicates a set or feature is optional.

C - Common area phone B - Basic office phone E - Enhanced office phone A - Admin. staff/reception phone H - High usage/call center

Service type/ feature	Feature	C	B	E	A	H
Traditional phone service	Hold, transfer, mute, redial, conference	R	R	R	R	R
	Direct Inward Dialing (DID)	R	R	R	R	R
	Display calling number			O	R	R
	Display calling name			O	R	R
	Speed dial	O	O	O	O	O
	Speakerphone	O	O	R	R	R
	Multiple lines			R	R	R
	Voice mail	O	O	O	O	O
	Automated attendant		O	O	O	O
	Headset		O	O	O	O
	Authorization codes for long distance	R	R	R	R	R

Phone set types	Single line (analog)	R	R			
	6210 model			O	O	
	6220 model			O	O	O

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