UW-L VoIP Overview

Information Technology Services
www.uwlax.edu/voip

Breaking News
VoIP Quick User Guide
VoIP Advanced User Guide
Why VoIP?

VoIP (Voice over IP) manages voice communications over the Internet

- Will no longer use analog phones
- Uses campus network
- Increased functionality
- Cost savings to campus
Making VoIP Happen

- Normally a VoIP project takes 6-12 months
- ITS is doing it in 2 months
- Over 1600 phones installed and provisioned
- Network upgrades and configuration
- Collaboration across campus
Setting Up Voicemail (first time only)

1. Dial 5000
2. Enter the first time enrollment PIN 12345
3. Follow prompts to:
   ○ Record your name and press the # when finished
   ○ Record a greeting and press the # when finished
   ○ Set a new PIN
Checking Voicemail

1. Dial 5000 or press the Voicemail button
   (Voicemail button will only work if you have messages.)
2. Enter your PIN
3. Press 1 to listen to new messages
Voicemail to Email

- Voicemail messages will also be available as an .mp3 audio file attachment sent to your UW-L Gmail account.
- The email will have the subject line: "Voice Message From: ("name of person leaving the message"), ("their extension") if they are from a campus phone.
- Click on the attachment to listen to it.
- If you delete or archive the email with the message, the message will also be deleted from your phone.
Dialing

Lift handset or press the phone button to call.

- On campus dial the last four digits
- Off campus calls dial
  - Local call: dial 7 + 7 digit number
  - Long distance call (including 800): dial number 7 + 1 + 10 digit number (including area code)
Hold

1. Press Hold ⏸️. The hold icon appears and the line button flashes green.

2. To resume a call from hold, press the flashing green line button, Resume, or Hold.
Transfer

1. From an active call, press Transfer.
2. Enter the transfer recipient’s phone number.
3. Press Transfer again (before or after the party answers). The transfer completes.

Direct Transfer

You can transfer the active call to the held call either on the same line or across lines:

1. From an active call, press Transfer.
2. Press Active calls to select the held call, and press Transfer again to finish the call transfer.
Forward

To forward calls received on your primary line to another number, press Forward All.

- To forward calls to another number, enter a phone number.
- To forward all calls to voicemail, press Messages.

To cancel call forwarding, press forward off.

To set up forwarding on a secondary line, press the line button to select the line and press Forward All.
Applications (settings)

1. Press the Application button
2. Press 2 for Settings
   - change the ringtone
   - screen brightness
   - font size
Volume

The Volume bar is located to the left of the keypad.

- To adjust the handset, headset, or speakerphone volume, press Volume when the phone is in use.
- To adjust the ringer volume, press Volume on the left (-) or right (+).
- To silence the phone when ringing, press Volume left one time. Pressing Volume multiple times lowers the ringer volume.
Transition to VoIP

● Begins 5pm, Tuesday, June 30th
● Will be a building-by-building process
● May take up to six hours
● All voicemails on the analog system will be lost after the cut-over.
On July 1st

- You will use your new VoIP phone, not your old phone.
- You will receive instructions from ITS later in July about collecting your old phone.