



The University of Scranton Centrex to Voice over IP Training



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Your New VoIP Phones





Centrex vs. Cisco VoIP

- Centrex
- Verizon Managed our Centrex phones and we had limited control
- We had to wait 5-7 business days to install new telephone lines
- We had limited control over feature changes and had to wait for Verizon to make some of them
- We have our own voice mail system on campus for Centrex known as Octel (voice mail access number = x5960 or (570) 941-5960) – will still be in service until entire campus is converted to VoIP

Centrex vs. VoIP (continued)

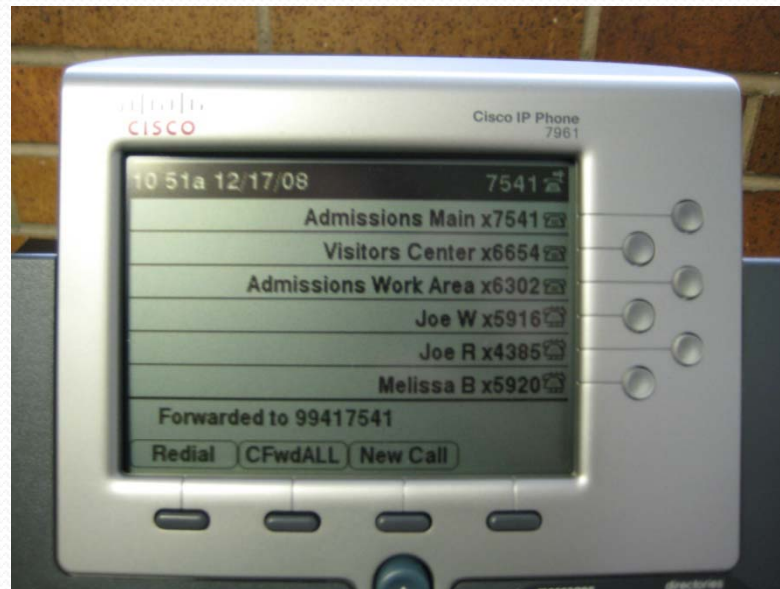
- VoIP – Why?
- We have full control over VoIP phones
- Cost Savings and more features
- New phone lines can be installed and changes can be done immediately
- We have a new voice mail system for our VoIP system called Unity (voice mail access number = x2450 or (570) 941-2450)
- Con: Relies upon the Campus Network for power– if power fails – only 20 minute backup available – however, we do have redundant components in closets so if a piece of equipment fails you will not lose service
- Centrex house phones will be placed or remain in every building for this reason in case of emergency if power goes out for extended period
- Use cell phones as another primary resource for emergency purposes

Basic Phone features/functions

- Phone Buttons (Hard keys):
 - Messages Button – Takes you directly to Unity Voice Mail
 - To Reach Unity Voice Mail you may also dial x2450 from campus or
 - (570)941-2450 from off campus.
 - Directories Button
 - View Missed Calls, Placed Calls, Received Calls and Corporate Directory
 - **IMPORTANT: Since we live in an area that does not require 10 digit dialing you cannot use the “Dial” feature for unless it is a 4 digit extension**
 - Services Button
 - Not in use at this time
 - ? Button
 - Provides detailed help on any phone key or feature
 - Settings Button (Under User Preferences here you can change your ring tones)

Basic Phone features/functions

- Phone Buttons and Soft Keys
 - At the bottom of your phone display you will see 4 buttons
 - For each action on the phone, there is a separate set of “Soft Keys” that will appear above these buttons



Basic Phone features/functions

(Continued)

- **Some info on Soft Keys:**

- **Redial** – redials last number
- **CFwdAll** – will prompt you to enter a number –or- you can press the Messages button to send all calls to voice mail – can only call forward to a local number. You can only call forward the top button on your phone if you have multiple buttons.
- **New Call** – automatically will go off hook and you can dial
- **DND** = Do Not Disturb – if you press this key you will see “Do Not Disturb is active” on your display. To deactivate pick up handset and press DND once and hang up. Callers will hear your phone ring and your button will light but not ring. Caller will then go to voice mail if you have a voice mailbox.
- **iDivert** = Immediate Divert Press this button to send only the incoming call to voice mail
- **Answer** – Press to answer incoming call on speakerphone
- **Hold** – Places a call on hold (Resume connects you back to caller)
- **EndCall** – Ends the call
- **Transfer** – Like Flash **EXCEPT** you MUST press Transfer again to put call through
- **More** – more menus when on a call
- **Confrn** – Conference call (3 way calling)
- **Resume** – continue with call placed on hold or during transfer (Goes with Hold)

Basic Phone features/functions

(Continued)

- **To transfer a call to someone else**
 - When a call comes in and you want to transfer the call to someone else:
 - Press Transfer – caller is placed on hold
 - Press Button of person you want to transfer to or dial the number or extension of where you want to transfer to – caller cannot hear your conversations with them
 - If that person does not want the call press End Call to end the call with them and then press resume to go back to the caller and either take a message or transfer to voice mail
 - **If that person does want the call press Transfer again**
- **To transfer a call to voice mail**
 - Press Transfer Soft Key
 - Press Messages Button
 - Press #
 - Enter 4 digit extension of person's voice mail you want to transfer to
 - Press Transfer again and caller will go to their voice mail



Directories Button

- Press Directories Button (Use Toggle button to move through choices)
 - Missed Calls
 - Shows calls that were not answered
 - Received Calls
 - Shows last 100 received calls
 - Placed Calls
 - Shows last 100 placed calls
 - Intercom History – Not Used
 - Personal Directory – Not used at this time
 - Corporate Directory – Shows everyone on VoIP – if your number is listed here and you would like it kept private I can change it.



Volume and Toggle Buttons

- Use the oval toggle button to move between calls on your screen. You may have a few calls on hold on one line and need to move between them.
- Volume button is used to change setting of how loud incoming ring is and handset volume as well. You will need to press Save Soft Key if you want to change the setting to be stored.

Messages Button (Unity Voice Mail)

- To set up voice mail on VoIP system from your VoIP phone:
 - Press the phone line button that you need to set up voice mail greeting on
 - Press the Messages button
 - You will hear the system say “Enter your password followed by pound (#)” – *Enter 1111. All temporary passwords are 1111.*
 - You will hear “Welcome to Cisco Unified Communications”.
 - *Follow the system and it will walk you through set up*
 - If you have any problems please contact us – we have full control of system.



Unity Voice Mail (Continued)

- To set up voice mail on VoIP system from a phone outside of campus:
 - Dial 941-2450
 - The system will say “Enter your ID followed by pound (#)”
 - *Enter your 4 digit extension and the # key*
 - Enter your password
 - *Enter your temporary password 1111 and the # key*
 - You will hear “Welcome to Cisco Unified Communications”.
 - *Follow the system and it will walk you thorough set up*
 - If you have any problems please contact me – we have full control of system

Unity Voice Mail (continued)

New Feature – Instead of Stuttered Dial Tone, if you have a message you will have a **red light** on your handset and a blinking envelope next to the number on the phone with the message

- To Retrieve Messages from your VoIP Phone:
 - Pick up on the line with the voice mail
 - Press the Messages Button
 - Enter the password
 - **IMPORTANT CHANGE – Be Careful:**
 - Press 1 to Listen
 - Press 2 to Save (was 9 or 339)
 - Press 3 to Delete (was 7 or 337)
- Remember – to listen to messages while off campus dial 941-2450, enter your 4 digit mailbox followed by pound and your password
- Deleted messages will be saved for 15 days



Voice Mail FAQ's

- **What is the difference between my old voice mail and my new voice mail?**
- We have two voice mail systems. The old system is called Octel and still exists but is used for Centrex only. You would dial x5960 or from off campus 941-5960 to access it.
- The new system is called Unity and is used for VoIP Voice Mail. You will dial x2450 or from off campus 941-2450 to access it.
- You will see a red light lit and a blinking envelope icon next to the number with voice mail when you have a message instead of stuttered dial tone.
- **Will my old voice mailbox still be available?**
- You may have voice mail messages saved on Octel. You can still access those voice mail messages. Those mailboxes will be deleted within a month after you convert from Centrex to VoIP. Access that voice mail as you used to – dial x5960.



VoIP Voice Mail Key Map

When calling from your VoIP Phone - press the messages button for the line you want to access the voice mail for then enter your password followed by #

When calling from another phone or off campus dial the VoIP voice mail access number (570) 941-2450. Enter your ID followed by # (Last 4 digits of your phone number) then enter your password followed by #

Initial temporary passwords are all 1111.

The red light on your handset will be lit if you have a message and there will be a blinking envelope next to your phone number on your phone.

Before Listening To Messages

 1 New Messages


 2 Send A Message

 3 Review Old Messages

 4 Set Up Options

 0 Help

 # Repeat options

 * Exit

While Listening to Message

 1 Play Message or Replay Message

 2 Save Message

 3 Delete Message


 4 Slow Down Message

 6 Speed Up Message

 7 Rewind 5 seconds

 8 Pause Message/Resume Playing

 9 Fast Forward 5 seconds

 0 Help

 # Repeat options

 * Exit

After Listening To Message

 1 Replay/Repeat Message

 2 Save Message

 3 Delete Message

 5 Forward message to another VoIP Voice Mailbox

 6 Save Message as New

 7 Rewind 3 Seconds of Last Message

 9 Properties of Message (Time/Date)

 0 Help

 # Repeat options

 * Exit



Caller ID

- For incoming calls
 - You will see caller ID as long as the caller allows that data to be passed.
- For outgoing calls:
 - Your number will be displayed on other VoIP phones. If you want that changed to something private or the main department number please place a request with the Tech Support Center at x4357.



Making a call

- No changes from Centrex Dialing Patterns
 - Dial 4 digits for University internal calls
 - Dial 9 + 7-digit number for outside calls
 - Dial 9 + 1 + 10 digit number for long distance calls
- You can dial several different ways:
 - Begin to dial without picking up handset then press dial – you will also see numbers previously dialed and can scroll to choose and press dial
 - Press speaker to go “Off Hook” and then dial
 - Pick up and dial

Receiving a Call

- Utilize the Caller ID to see who is calling
- You can get up to 99 calls on one phone line but I have the main lines programmed to receive 4 before going to voice mail
- You will see additional calls coming in on the display and you will hear a beep in your ear
- Use the toggle (long arrow key in middle of phone) to choose which call you want to answer or go back to
- Calls from Centrex and outside of The University will ring twice on your phone
- Calls from another VoIP phone will ring once on your phone



How to Change Ring Tones

How to change ring tones on your VoIP Phone

Press the Settings Button

Press Select for User Preferences

Press Select for Rings

You can listen to ring choices by doing the following:

1st choose your default ring:

Press Select on Default Ring (25 ring choices will be displayed)

Press Play to hear ring

Arrow down through each choice and press Play to hear

When you find which one you would like, Press Select to choose your Default Ring

If you have other lines on your phone you would like to change the ring on, do the following:

Press Exit to get back to the Rings menu. Your Default ring is shown first and each line on your phone is listed afterwards.

Scroll through the lines and choose the ring you would like for each line.

Note: There are 7 choices for other rings on other lines on your phone – not the full list of 25.

Arrow to the line you want to change the ring on.

Press Select

Scroll through the rings and press Play to play the rings

Press Select to choose the ring you want for that line

Press Exit to get back to Rings menu and scroll to next line

Continue through these steps

How to Set up an Alternate Greeting

- **Before calling, decide if you want to turn your alternate greeting on immediately or if you want to tell it an “In Date” and time to turn it on.**
- Dial Unity voice mail access number 941-2450
- Enter your ID Followed by #
- Enter your password followed by #
- Press 4 for Set up options
- Press 1 for greetings
- You will hear “Your current greeting is the standard greeting” (it will play the greeting)
- Press 2 to turn on your alternate greeting
- **Either**
 - **To set an in date press 1**
 - For later today press 0
 - For tomorrow 1
 - For 2 days from now 2 and so on
 - To enter a month and day press 9
 - Enter the month as a number from 1-12
 - Enter the day as a number from 1-31
 - Enter the time to the minute then press #
 - For am press 1 for pm press 2
 - It will play your greeting (default will play)
- **Or**
 - **For No in date 2**
 - It will play your alternate greeting (default)
 - To re-record the greeting press 1
 - Record and press #
- **When you return you will need to set your voice mail back to the standard greeting. You will not need to re-record it.**
- Dial voice mail access number 941-2450
- Enter your ID and password
- Press 4 for set up options
- Press 1 for Greetings
- Press 2 to turn off alternate greeting

VoIP Conference Calling

Instructions

- Call the 1st party
- Press the more softkey
- Press Confrn softkey – this will automatically place caller #1 on hold
- Dial the 2nd party (Caller #1 cannot hear your conversation until you join the calls)
- Press Confrn softkey and you will now have a 3 way conference call
-
-
- Note: To remove a caller from your conference call:
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- Press the more softkey
- Press the more softkey again
- Press ConfList and wait for a few seconds for the list to show
- Use your blue arrow button to move to the highlighted party you want to remove
- Press the Remove softkey to disconnect the party you had highlighted. You will still be connected with the other party.

Single button phone



2 or 6 button Phone

1 Handset with Voice Mail indicator light. 2 Large LCD Display



3 Cisco Series Number (7940/7941/7960/7961) 4 Programmable line appearances, features and speed dials. 5 Foot stand button 6 Directory Button (Missed Calls, Received Calls, Placed Calls) 7 Info/Help button 8 Settings button 9 Speaker Phone button 10 Mute button 11 Headset button 12 Volume buttons 13 Services button (Personal and Corporate Directory) 14 Voice Mail button 15 Scroll Key 16 Dial Pad 17 Soft Keys (features and functions)

Phone FAQ's

- If there is a network problem will I still have phone service? If the switch that the device is plugged into fails then you everyone on that switch will have a problem. However we can quickly restore that service because we store redundant devices.
- If the power goes out will I still have phone service? Until the battery backup fails – you will continue to have service for about 20 minutes.
- Can I have a Call Pickup Group so I can pick up someone else's ringing phone instead of walking to their desk? Yes
- Can I “park” a call so no one else can pick it up from hold? Yes – that is a special request
- Can I still use my long distance code to make long distance calls? We are working on this for our new voice mail system.

Questions or requests?

- Call Technology Support Center at x4357
 - Email techsupport@scranton.edu
 - Refer to this document online at www.scranton.edu/onr
click on voice on the left
Document name is VoIP user training