

HELPFUL HINTS FOR VOIP PHONES

TO LEAVE A MESSAGE IN MAILBOX WITHOUT CALLING THE NUMBER

- ❖ ACCESS THE LINE (GET DIAL TONE) - PRESS STAR – DIAL 5 DIGIT NUMBER

TO TRANSFER A CALL WITHOUT ANNOUNCING WHOSE CALLING

- ❖ PRESS TRANSFER SOFT KEY - DIAL NUMBER – PRESS TRANSFER

TO TRANSFER A CALL - ANNOUNCING THE CALLER

- ❖ PRESS TRANSFER SOFT KEY – DIAL NUMBER – ANNOUNCE THE CALLER
 1. IF ACCEPTED - PRESS TRANSFER SOFT KEY & HANG UP
 2. IF DENIED – PRESS END CALL – PRESS RESUME TO GET CALLER BACK

TO TRANSFER A CALLER DIRECTLY TO SOMEONE'S VOICEMAIL

- ❖ PRESS TRANSFER SOFT KEY - PRESS STAR – DIAL 5 DIGIT PHONE NUMBER & IMMEDIATELY PRESS TRANSFER SOFT KEY
- ❖ (NOTE: IF YOU DON'T PRESS THE TRANSFER KEY FAST ENOUGH THE CALLER WILL NOT HEAR ALL OF THE CALLED PARTY'S GREETING)

TO FORWARD A COPY OF A MESSAGE TO AN ASSOCIATE

- ❖ PRESS # DURING OR 5 IMMEDIATELY AFTER LISTENING TO MESSAGE
- ❖ FOLLOW THE VOICE PROMPTS

TO PLACE A CONFERENCE CALL

- ❖ DIAL THE 1ST NUMBER – SPEAK TO ANSWERING PERSON
- ❖ PRESS MORE SOFT KEY – PRESS CONF SOFT KEY
- ❖ DIAL 2ND NUMBER – SPEAK TO ANSWERING PERSON
- ❖ REPEAT STEPS ABOVE UNTIL ALL PARTIES ARE CONNECTED

TO PLACE 3-WAY CALL USING TRANSFER SOFT KEY

- ❖ DIAL 1ST NUMBER – SPEAK TO ANSWERING PERSON
- ❖ PRESS TRANSFER SOFT KEY
- ❖ DIAL 2ND NUMBER – SPEAK TO ANSWERING PERSON
- ❖ TOGGLE BACK UP TO 1ST CALL – PRESS MORE SOFT KEY
- ❖ PRESS JOIN SOFT KEY

TO PLACE MEET-ME-CONFERENCE CALL (SET UP 10 MINS IN ADVANCE)

- ❖ CALL TELECOM TO GET A NUMBER TO USE FOR CONFERENCE
- ❖ GIVE NUMBER AND TIME TO CALL IN TO PARTICIPANTS – NOTE: IF THEY ARE CALLING FROM NON-CAMPUS NUMBERS THEY MUST DIAL THE 7 DIGIT NUMBER – CAMPUS NUMBERS NEED TO DIAL 5 DIGITS ONLY
- ❖ TO SET UP CONFERENCE – GET DIAL TONE – PRESS “MORE” SOFT KEY – PRESS “MEET ME” SOFT KEY – DIAL THE NUMBER

TO SET UP DISTINCTIVE RING (IF PHONE HAS MORE THAN ONE LINE)

- ❖ PRESS SETTINGS – PRESS 2 FOR RING TYPE
- ❖ USE TOGGLE BUTTON TO GET TO CORRECT LINE NUMBER
- ❖ PRESS DEFAULT SOFT KEY – PRESS SELECT SOFT KEY
- ❖ PRESS PLAY AS YOU TOGGLE THROUGH THE LIST TO HEAR EACH SOUND
- ❖ AFTER FINDING THE SOUND YOU LIKE – PRESS OK – PRESS EXIT

TO USE CALL PICKUP (CALL PICKUP GROUP MUST BE CREATED IN ADVANCE)

- ❖ WHEN PHONE NEARBY IS RINGING - PICK UP YOUR RECEIVER – PRESS MORE SOFT KEY
- ❖ PRESS “PICKUP” SOFT KEY – PRESS “ANSWER” SOFT KEY
- ❖ CALL WILL COME TO YOUR PHONE

TO OPEN YOUR MAILBOX

- ❖ Press MESSAGES key.
- ❖ Enter your password. (DEFAULT IS 12345)
- ❖ Listen for prompt.

SHORTCUT MENU (2) SAVE (3) DELETE (7) REWIND (##) FAST-FORWARD TO END
(*) CANCEL OR BACK UP (#) SKIP OR MOVE AHEAD (0) HELP

CHANGING YOUR GREETING

After opening your mailbox:

- ❖ Press 4 for Setup options.
- ❖ Press 1 for Greetings.
- ❖ Press 1 to change greeting.
- ❖ Press 1 to record new greeting.
- ❖ Follow the voice prompts.
- ❖ Press * to end.

CHANGE YOUR RECORDED NAME IN THE DIRECTORY

After opening your mailbox:

- ❖ Press 4 for Setup options.
- ❖ Press 3 for Personal settings.
- ❖ Press 2 to record your name in the directory (you will hear the current name).
- ❖ At the tone, record your greeting.
- ❖ Listen to voice prompt.

ACCESSING VOICE MAIL WHILE AWAY FROM THE OFFICE

- ❖ Dial 273-1000 from any phone (31000 from campus numbers).
- ❖ Press the *.
- ❖ Enter the 5 digit phone number and password.
- ❖ Follow the voice prompts.

TRANSFERRING A CALLER TO SOMEONE'S MAILBOX

- ❖ Press the TRANSFER soft key.
- ❖ Press *.
- ❖ Dial the 5 DIGIT NUMBER you want to transfer the call to.
- ❖ Press TRANSFER soft key.
- ❖ NOTE: if you don't press the transfer key fast enough, the called party will hear only a portion of the caller information.

FORWARD A COPY OF A MESSAGE TO AN ASSOCIATE

- ❖ Press # during or 5 immediately after listening to message.
- ❖ Listen to voice prompts.

LEAVE A MAILBOX MESSAGE FOR YOURSELF OR AN ASSOCIATE

- ❖ Calling from campus – Dial * in front of the 5 digit number
- ❖ Calling locally from a non-campus number – Dial the 7 digit number
- ❖ Calling long distance – Dial 1+area code+7 digit number

IF YOU FORGET YOUR PASSWORD

- ❖ Put in Work Order @ <http://telecom.cns.ufl.edu/> to have box reset. You will not lose messages.

PASSWORDS WILL NOT EXPIRE

SHORTCUT MENU FOR VOICEMAIL

During Message Menu

While listening to a message, press:

Key(s)	Task
1	Restart message
2	Save
3	Delete
4	Slow playback
5	Change volume*
6	Fast playback
7	Rewind message
8	Pause/resume
9	Fast-forward
#	Fast-forward to end
##	Save as is

*Not available on some systems.

After Message Menu

After listening to a message, press:

Key(s)	Task
1	Replay message
2	Save
3	Delete
4	Reply
42	Reply to all
44	Call the subscriber*
5	Forward message
6	Save as new
7	Rewind
8	Send e-mail or fax to a fax machine*
9	Play message properties
#	Save as is

*Not available on some systems.

Shortcuts

While listening to the Main menu, press:

Keys	Task
41	Change greetings
412	Turn on/off alternate greeting
421	Change message notification
422	Change fax delivery*
423	Choose full or brief menus
431	Change phone password
432	Change recorded name
44	Change call transfer

*Not available on some systems.

While listening to a message, press:

Keys	Task
#3	Skip + delete message
#4	Skip + reply
#42	Skip + reply to all
#5	Skip + forward message
#6	Skip + save as new
#8	Skip + send e-mail/fax to fax*
#9	Skip + play message properties
##	Skip + save as is

*Not available on some systems.

After recording a message, press:

Keys	Task
11	Change addressing
12	Change recording
13	Set special delivery
14	Review recorded message

PROGRAMMING SPEED DIALS

Log on to CCM User: <https://iphone.voip.ufl.edu/ccmuser>

User ID is: Your Gatorlink User Name

Password is: Your Gatorlink User Name + 5-digit phone # (typed together as one word)

(Note: Passwords can be changed by user (not recommended). Telecom does not know your password once it has been changed. Telecom cannot help you if you forget it without reinstalling the application).

- After entering **User Id** and **Password** – Press **Enter** or Click on **Log On**
- After page displays - **Click on** – Add/Update your **Speed Dials**

Note: There are 2 types of Speed Dials

1. Speed Dial Settings on phone – Displays when you have unassigned buttons on the base of your telephone

- Any phone numbers and names you input here will appear on the **LCD Display** next to the corresponding button that you program

2. Speed Dial Setting not associated with a phone button

- Any phone numbers and names you input here will not appear on the LCD Display but will be programmed internally
- After completing the list – Press **Enter** or **Scroll Down** to bottom of page and Click on **Update**
- Right click the page
- Click on **Print** to make yourself a copy
- Click on **Return to Menu**
- Click on Log Off (when ready)

- **To dial a Speed Dial not associated with a phone button**

(Note: Receiver/Handset must be on the hook)

- Example – Speed Dial # 6 is 31234 - Display Text: Telecom
 - ❖ Dial the corresponding Speed Dial (6)
 - ❖ Press **AbbrDial** Soft Key
 - ❖ As the number begins to dial – Lift handset or leave call on Speaker

PROGRAMMING FAST DIALS – USING SERVICES BUTTON

Log on to CCM User: <https://iphone.voip.ufl.edu/ccmuser>

User ID is: Your Gatorlink User Name

Password is: Your Gatorlink User Name + 5-digit phone # (typed together as one word)

(Note: Passwords can be changed by user (not recommended). Telecom does not know your password once it has been changed. Telecom cannot help you if you forget it without reinstalling the application).

Subscribe to My Fast Dials by using the following steps:

1. Click on Configure your Cisco **IP Phone Services**
2. Click on drop down arrow under **--- Not Selected ---**
3. Click on **My Fast Dials** - Click on **Continue – You will see:**
 - **Service Name***
 - **My Fast Dials**
 - **Outside Access code:** (This will be 9)
 - **User Identification*:** (This will be your Gatorlink Username)
 - **Pin*:** (This is your 5 digit phone number)
4. Input appropriate data
5. Click on **Subscribe**
6. Click on **Return to Menu**

Click on – Configure your Cisco Personal Address Book

1. Click on **Add a New Entry**
2. Enter appropriate Information
3. Click on **Insert**
4. **Repeat Steps 1, 2 & 3 to add additional entries**
5. Click on **Return to Menu when finished**

Click on – Configure your Cisco Personal Address Book

1. Click on - **Fast Dials**
2. Click on - the **Unassigned # you want to assign**
3. Click on – the name you want to add as a Fast Dial
4. Click on - **Drop down box under ---Not Selected ---**
5. **Choose a Directory # (Click on it) from the - Selected Address Book**
6. Click on - **# you want to add**
7. Click on - **Insert**

To see the entries you've inserted:

1. Press - **Services Button**
2. Press - **# or Scroll to My Fast Dials - All Fast Dials will appear**
3. Scroll to the # you want to call
4. Press - **“Dial “ Soft Key to dial the number**