UCSB Physics
VoIP Phone System Basics

Physics Computing Services
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+ Topics

- Phone Handset Basics

- Voicemail Basics

- Other New Features

- Questions & Answers
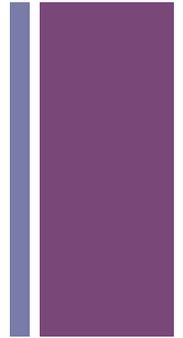
+ Phone Handset Basics
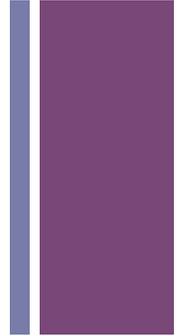
- ■ Receiving Incoming Calls
    - ■ Your Aastra VoIP handset has 3 "line appearances"
    - ■ This means that you can have 3 different calls in progress on your phone (talking on one, one on hold, one ringing etc.)
    - ■ This is different from the traditional analog line which is in 1 of 2 states: In Use or Not In Use
    - ■ Incoming calls will ring audibly and blink a light next to L1, L2 or L3. Pick up the handset or press the speakerphone button to answer.

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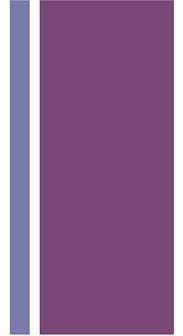
- Receiving Incoming Calls
  - Hold
    - You can put an in-progress call on Hold by pressing the red button with the upward-facing handset icon
  - Mute
    - You can Mute your microphone so that the caller on the other side hears only silence (privacy mode) by pressing the Mute button at the bottom of the right side speed-dial list
  - If a call comes in while you are having a conversation on another "line," you can either ignore the call and let it go to voicemail, or put your current call on hold and answer the call by pressing the blinking line appearance.

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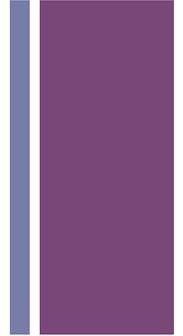
- Receiving Incoming Calls
  - Transfer
    - To transfer an in-progress call, press the Transfer/Xfer key and enter the 4-digit number you'd like to transfer the call to and press Transfer/Xfer again.
    - To consult with the person you're going to transfer the call to first, put the caller on Hold, dial the person to speak with them, hang up, and then go back to the held call and use the Transfer button to transfer the call.
  - Conference (3-way calling)
    - When 2 phones are already active, press the Conference (Conf) button and dial the outside number of the person you wish to add to the conference. After they answer, press the Conference button to connect all 3 parties.
    - For more than 3 parties, there is a new feature called the MeetMe Conference Room. We will talk about this feature more later in the presentation.

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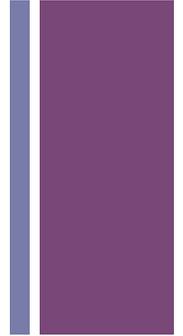
- Receiving Incoming Calls
  - Do Not Disturb (DND)
    - To send all of your calls to Voicemail without ringing your phone (for instance, when you are out of the office) press the DND button located near the bottom of your phone's speed dials. It will put a circle w/line icon on your display and red light next to the DND button. Be careful with this feature – if you leave it on accidentally – your phone will NOT ring!
  - Ring Tones
    - By default, your phone uses unique ring tones for L1, L2 and L3. However, these tones are the same as your "cubicle neighbor's" phone – so if you'd like a different distinctive ring tone than your neighbor, please let us know who your neighbor is, and we'll change one of your tones to make it easier to determine whose phone is ringing

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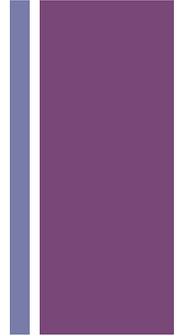
- Placing Outgoing Calls
  - Pick up the handset or push the speakerphone button and dial
  - "Internal" Dept. VoIP calls – dial 4 digits
    - Some users may have a 3-digit extension if they do not have a Direct Inward Dial number assigned from campus
    - Calls internal to the VoIP system will call that phone directly over the computer network (never sees the campus phone system)
  - On-campus calls – dial 4 digits only
  - Off-campus calls – dial 9, then the number
    - All campus and off-campus calls will go out over the campus-provided digital line and phone system

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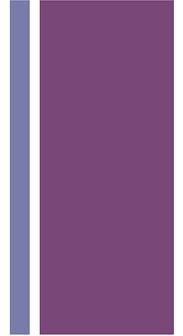
- Placing Outgoing Calls
  - Directory
    - A local phone directory of frequently-accessed dept. numbers is downloaded by your phone from a central source as needed. You can access this by using the Directory button on your phone.
    - When you have located the number you would like to dial, lift the handset or hit the speakerphone button and the phone will dial
    - Let us know if you find any errors in the Directory

  - Personal Directory Entries
    - You can save your own entries (local to your phone) in the Directory also. When the number you'd like to save is on the screen (either via the Call History list or Redial) push the Save button. You can also Delete entries you've made to your local Directory.

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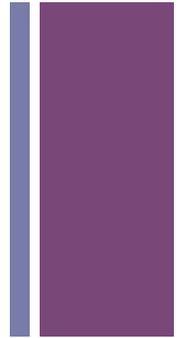
- Placing Outgoing Calls
  - Redial
    - To redial your last outgoing call, hit the Redial button on your phone (may have the R icon) and pick up the handset or hit the speakerphone button and the call will dial
  - Caller List
    - To return the call of someone who has called you recently, hit the Callers button (may have a phone icon) and use the arrows to navigate through the list.
    - When you locate the number you want to call, pick up the handset or hit the speakerphone button and the call will dial
  - Speed dials
    - Contact the phone operator (currently PCS) with your preferred speed dial numbers (up to 5) to be programmed remotely on your phone
    - Once programmed, hit a speed dial button on the right side of the phone to dial the saved number

+ Voicemail Basics
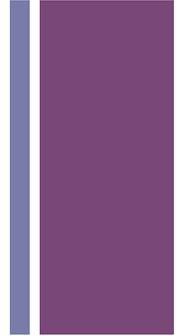
- New features

  - Greetings
    - Calls go to voicemail if your number has rung 4 times and has not been picked up. This is adjustable – let us know if you need more or less rings.
    - Callers receive your Unavailable message if the call goes unanswered, and your Busy message if you are on another call.
    - The system has the ability to record a Temporary greeting if you would like to record a custom message while you are out of the office on vacation. This greeting would override the Busy and Unavailable greetings.
    - If you have not already done so, you'll need to do the initial Voicemail setup for your mailbox:
      - Change your password/PIN
      - Record your Busy & Unavailable greetings & recorded name

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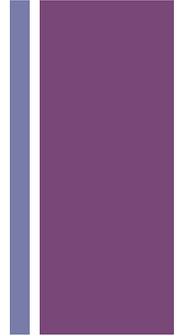
- New features

  - Voicemail to Email
    - When someone leaves you a voicemail, you will receive an email message including the name of the caller (when available) caller number, length of the message and date/time of the call
    - There is also .WAV audio file with the recorded message attached to the email. Keep in mind that listening to it on your computer and deleting it does NOT delete it from the voicemail system. (Please delete email messages with Voicemail attachments as soon as you are finished with them in order to keep the email systems working well.)
    - You can also forward the email message and attached .WAV file to another user

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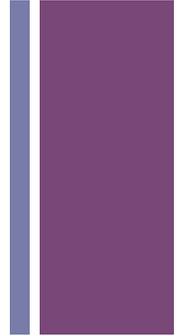
- Voicemail Access

  - Access from your handset
    - The red light on your handset will blink when you have a message waiting and an envelope icon and # of messages will appear on the display
    - From *your* handset, hit the Voicemail speed dial button
      - Password required
    - From *another user's* handset, dial *98 or 7888
      - Mailbox and password required
    - From off-campus, dial 805-893-7888
      - Mailbox and password required

    Please be sure to delete Voicemail messages when you are finished with them in order to keep the system functioning properly.

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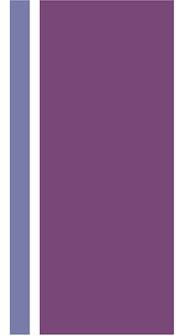
■ Voicemail Access

- ■ Web Voicemail
  - ■ Similar to webmail for email – access to audio files stored in your Voicemail
  - ■ Messages deleted here ARE deleted centrally on the system
  - ■ https://voicemail.physics.ucsb.edu/recordings (URL available in the email generated by Voicemail)

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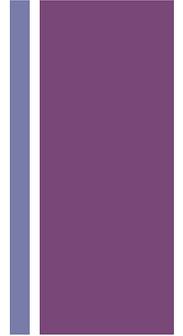
- Other features

  - Direct Voicemail Messages
    - You can leave a direct Voicemail for another Physics user by logging into Voicemail (no actual phone call)
    - In the future, there will be an ability to send "mass voicemail messages" via a protected Voicemail distribution list
    - This is NOT compatible with phones/users outside of the Physics VoIP system, i.e. other campus departments

+ Other New Features
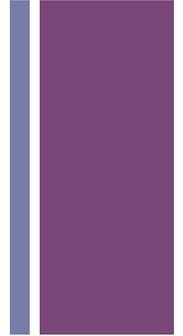
■ Individual Incoming Fax to Email

- Each VoIP user with a 4-digit Direct Inward Dial number from campus has the ability to receive incoming faxes on their OWN phone number (NOT the dept. fax number/machine)
- Incoming faxes received automatically and PDF file sent to the email address specified for that individual number
  - Can use individual email addresses or create functional group ones if more than one person might need to see the fax
- Let us know if you are interested in this feature. We will ensure that you are configured and test it for you

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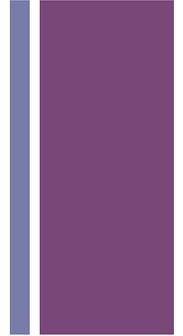
- CallerID

    - When available, CallerID information is transmitted for incoming calls to our system. This includes the caller's number as well as a configured name

    - Outgoing CallerID info also used for Emergency/911 purposes

        - To make sure your phone is reporting the correct Outgoing CallerID, call campus' automated system ALICIA at x2300, who will read back your phone number and your physical location

        - Let us know if this information is incorrect

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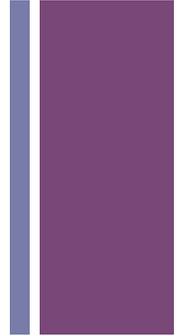
- Telecommuting/Travelling Phones

  - We can configure phones to connect to our VoIP system from anywhere on the Internet. This can be used to make & receive calls at your regular extension number while you are travelling or working from a location other than your Physics office

  - This is done with either a travelling handset phone or a softphone (a piece of software installed on your travelling computer)

  - Let us know if you are interested in this feature

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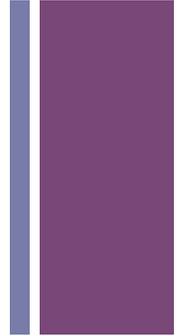
- MeetMe Conference Room – x2070

  - Similar, but different from the 3-party conference feature on the handset phones
  - Allows more than 3 individuals to participate in a conference call
  - Remote callers can call in to the system and join other remote callers and local users
    - Configurable with a PIN for privacy
  - Let us know if you are interested in testing this feature

+ Questions & Answers
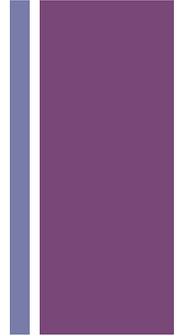
- How do I start receiving calls on my new VoIP phone?
  - You will need to "forward" your number to our system
  - You can do this yourself as soon as you are comfortable
  - From your "old" analog phone:
    - Dial: *72 (should hear a stutter dialtone) then
    - Dial: #9905xxxx
      (where xxxx is the 4-digit extension to forward)
    - You should hear a confirmation stutter tone
    - Have someone from the "outside" (cell phone or other on-campus person) call you at 893-xxxx
    - Your VoIP phone should ring
  - Once you have done this, email PCS to let us know

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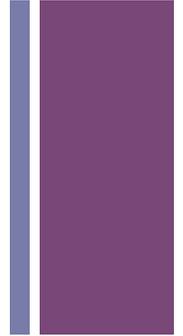
- How do I go back to my analog phone in case of problems?
  - Dial *73 from it to disable the forwarding

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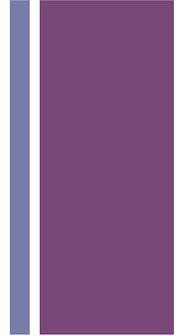
- We have 2 demo phones here to test with
  - Anything we need to explain again?
  - Anything you'd like demonstrated?

- VoIP documentation
  - Available online: http://www.physics.ucsb.edu/~pcs/voip
  - Aastra phone User Guide (abridged): http://www.physics.ucsb.edu/~pcs/voip/9143i-33i_user_manual_pcs.pdf

- Let us know what needs improvement with this presentation and our documentation