VoIP Phone Quick Start Guide
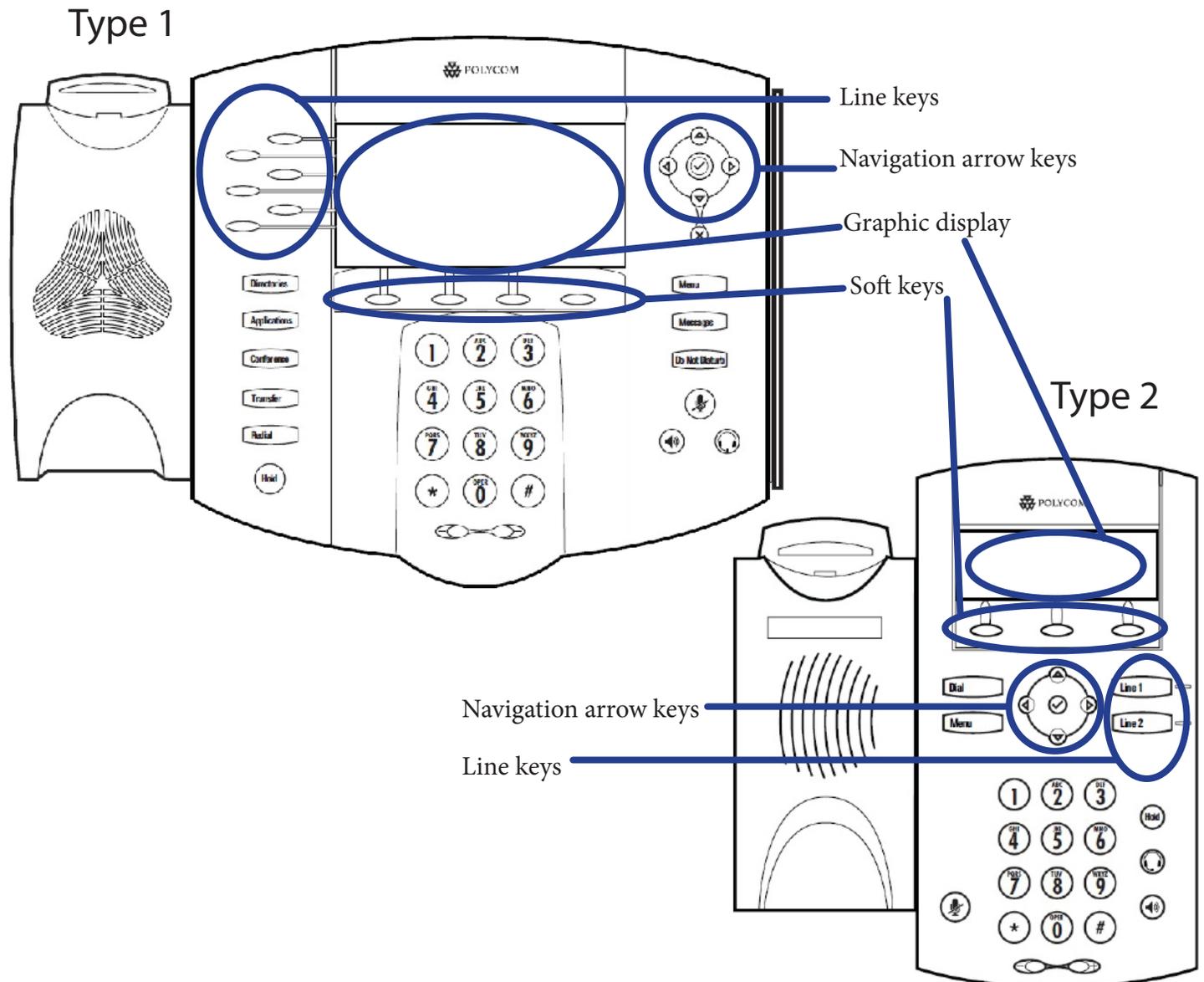
INFORMATION TECHNOLOGY
CEDARVILLE UNIVERSITY

What is VoIP?

VoIP stand for Voice over Internet Protocol. This means that instead of using traditional phone lines to transmit calls, VoIP phones use an Internet connection. Several practical implications affect the end user. First the clarity of calls will improve, especially between VoIP phones. Second you are able to access some features through your computer, like voicemail. Finally, since the calls are transmitted over Internet connection, you may not be able to make calls over VoIP during a power outage or any other Internet outage.

New Features on the Handset

The VoIP handsets have more features than you would see on a regular handset. One of the new features is the soft keys. These are the black keys located directly under the graphic display of the handset. Depending on what state the phone is in (e.g., in a menu, in the middle of a call, during a transfer) the soft keys will perform various functions. If an option is associated with the soft key, it will show above the key in the graphic display.

Note: Your phone may look slightly different than the diagram depending on the model you have. The basic keys remain the same, and functions are available per type of handset as noted.

Type 1

Line keys

Navigation arrow keys

Graphic display

Soft keys

Type 2

Navigation arrow keys

Line keys

Set Up Your Phone

Set ringtones

With your VoIP phone, you can customize the ringtones for each line connected to your phone.

1. Press the [Menu] key.
2. Use the arrow keys to scroll to "Settings" > Use the [Select] soft key.
3. Select "Basic…" > Scroll down and select "Ring Type…"
4. Scroll and select the line for which you want to change the ringtone.
5. Scroll through the ringtones. You can hear each ringtone by pressing the [Play] soft key.
6. Once you've found a ringtone you like, press the [Select] soft key.
7. A check will appear next to the ringtone you selected. Press the [Back] soft key.
8. Repeat steps 4-7 to change the ringtone for any other line.
9. When you are done, press the [Menu] key to exit.

Change wallpaper

On Type 1 phones, a picture displays in the background of your phone screen. Follow these steps to set the wallpaper.

1. Press the [Menu] key.
2. Use the arrows keys to scroll to "Settings…" > Press the [Select] soft key.
3. Select "Basic…" > "Preferences…" > "Background…"
4. Scroll to "Select Background…"
5. Use the arrows keys to scroll through the available options for your background.
6. Once you have found your preferred background, press the [Select] soft key.
7. Press [Menu] to exit.

Check call log

With VoIP you have a list of incoming, outgoing, and missed calls. You easily access these from the navigation arrow keys. From the home graphic display on your phone, use each key to access the call lists.

- Left arrow key – **Type 1 only:** Received calls
- Right arrow key – Placed calls
- Down arrow key – **Type 1:** Missed calls **Type 2:** Received calls
- Up arrow key – Lists speed dial numbers

From the list, you can use the [Dial] soft key to dial the number. Or use the [Exit] soft key to close the call log.

Handle Calls

Place a call on hold

You can place any call on hold. When the call is active, press the round [Hold] key on your phone or press the [Hold] soft key. Callers will hear music while on hold. When a call is on hold, you have several options that appear on the soft keys

- [Resume] – Press to resume speaking with the caller
- [New Call] – Press to start a new call on your personal line
- [Trnsfr]* – Press to transfer the caller to another line (see section on transferring calls for more details)
- [Confrnc]* – Press to start a conference call with multiple lines (see user manual for details on conference calls)

*Option only shows on Type 1 phones.

If you have multiple lines on your phone, any lines on hold will show a flashing red light next to the line. When you press the line key, that call is automatically taken off hold.

Transfer a call:

Transfer: If you wish to speak with the person whom you are transferring the call to, you can do this with a basic transfer.

1. With the current call open, press the Transfer button or the [Trnsfer] soft key.
2. Dial the extension you wish to transfer to.
3. Speak with the person on the line.
4. When you are ready to transfer, press the [Trnsfer] soft key.
5. The call will transfer, and you can hang up the phone.

Blind transfer: If you wish to send a call to another line without "announcing" (speaking with) the person you are forwarding
the caller to, you can do this with a blind transfer.

1. With the current call open, press the Transfer button or the [Trnsfer] soft key.
2. Press the [Blind] soft key.
3. Dial the extension you wish to transfer to.
4. The call will transfer, and you can hang up the phone.

Transfer to voicemail: You can transfer a caller directly to someone's voicemail without ringing the person's line.

1. With the current call open, press the Transfer button or the [Trnsfer] soft key.
2. Press the [Blind] soft key.
3. Dial 9 + the extension you wish to transfer to.
4. The call will transfer, and you can hang up the phone.

Enable Do Not Disturb

- **Type 1:** Press the button labeled Do Not Disturb on your phone. **Type 2:** Go to Menu > Features > Do Not Disturb.
- "X" will appear next to all your lines and "Do Not Disturb" will appear on the phone screen.
- Any incoming phone calls will go immediately to voicemail.
- If you receive a voicemail, the "X" will be replaced with a mail icon and the message light on your phone will blink.
- If your phone is linked to multiple lines, the Do Not Disturb will apply only to your phone. Any other phones connected to those lines will still ring as usual.

Use Voicemail

Access voicemail: Phone

1. **Type 1:** Press the [Messages] key. **Type 2:** Go to Menu > Features > Messages.
2. Select the "Message Center" option.
3. If your phone is configured for multiple lines, select the line for which you want to check messages.
4. Your call will be answered by the automated voice message system. See the attached chart for details on your options.

From here you will be given your various message options. You can access new, saved, and deleted messages. Once you listen to a message, you will be given several options: reply, save, delete, or forward. You can also access your voice message options, where you can set up your name or greeting and change your PIN.

Access voicemail: Online (on-campus only)

1. Use your internet browser to connect to sip1.cedarville.edu
2. Login using your phone extension number and PIN.

From this site you can perform a number of functions with your phone.

Manage messages

From the "Voicemail" tab, you can see all the messages in your inbox, saved box, and trash.

- **Listen to Message:** Press the Play icon to the right of the message to hear your message. (Make sure your computer's audio is enabled.)
- **Move Message:** Mark the checkbox next to any message you want to move. Use the "More Actions…" drop-down menu to select the destination for your message(s).
- **Delete Message:** If you want to delete a message, first move it to the trash. Once it is in the trash, mark the check box next to the message(s) you want to delete. Click the [Delete] button. A message box will ask "Are you sure you want to delete the selected voicemail(s)?" Click [OK].

Send messages to e-mail

1. Login to http://sip1.cedarville.edu
2. Click the "My Information" tab > Click "Unified Messaging."
3. Select "E-mail notification" from the "Voicemail notification" dropdown menu.
4. Select "Full" from the "E-mail format" dropdown menu.
5. Check "Attach audio."
6. Make sure you save any changes.

Set call forwarding

Once you are logged into the online voicemail access, you can set your line to forward calls to another number, on- or off-campus during any time you set. To turn on call forwarding, first create a schedule, and then enable the forwarding rule.

Create a schedule

1. Click the [Call Forwarding] tab at the top of the page.
2. Select "Schedules" from the box on the left of the screen. Any existing schedule will display.
3. Click the "Add Schedule" link in the top-right of the screen.
4. Enter a name for your schedule in the "Name" field. You may also enter a brief description in the "Description" box if you wish.
5. Click the "Add Period" link below the box for description.
6. Select the time periods for your schedule from the drop-down menus.
7. Repeat steps 5-6 to add any more time periods to the schedule.
8. Once you are done, click [OK].

Enable forwarding rule

1. Select "Schedules" from the box on the left of the screen.
2. Any existing forward rules will show. Click the "Add Number" link in the top-right corner.
3. A new rule will appear. Use the drop-down menus to set the details of the rule:
    a. Choose your created schedule to set when the rule comes into effect.
    b. Choose "Enabled" or "Disabled" to turn the rule on or off.
    c. Choose "At the same time" or "If no response" to set when the call is forwarded.
    d. Enter the number (with no dashes or spaces) you want to send calls to in the "forward to" box.
    e. Enter a duration of time in seconds in the "ring for" box. This duration is how long the call will ring on the forwarded line before the call is sent back to your original line.
4. Once you have the details of your rule set, click [Apply].
5. You will see a blue message at the top of the box that says "Changes applied successfully." If you do not see this message, you will see a red error message telling you to add data into one of the fields.
6. To delete a rule, click the "Delete" link at the end of the rule (you may need to use the horizontal scroll bar to scroll over to see the link.), then click the [Apply] button. **Note:** The rule is not deleted until you click [Apply].

Set Speed Dial Numbers

You have the ability to set speed dial numbers on your phone using sipXecs. By setting up your speed dial on this resource, your settings and numbers will be retained even after the University resets the phone during maintainence. Because you will lose your numbers if you set up your speed dials on the phone itself, it is highly recommended that you set up the numbers on sipXecs.

1. Open your internet browser and navigate to http://sip1.cedarville.edu.
2. Enter your account user ID and PIN, then click [Login].
3. Open the "Speed dial" tab.
4. Uncheck "Use group speed dials."
5. Type in the phone number exactly how you would dial it. You must dial "5" to use an outside line. Do not use parentheses or dashes.
6. Type in all of the speed dial entries you would like. Ignore "subscribe to presense."
7. Click [Apply].
8. After applying the speed dial, your phone will reboot. Your new speed dials will show on the empty lines.

Add Contacts to Your Phone

Add Contacts: sipXecs

By adding your contacts through sipXecs, your settings and numbers will be retained when firmware is updated on the phones. It is highly recommended that you set up the contacts on sipXecs so that you do not lose them during updates.

1. Open your internet browser and navigate to http://sip1.cedarville.edu.
2. Enter your account user ID and PIN, then click [Login].
3. Open the "Phonebook" tab.
4. Click the "Add Contact" tab.
5. Type in the information for your contact. Bold indicates a required field. Note that you must type the phone number exactly as you would dial it from campus. For example, you must dial "5" for an outside line. Do not use parentheses or dashes.
6. Click [Save].

Add Contacts: Manually

It is recommended that you NOT add your contacts manually because you will lose your settings when the firmware is updated.

1. Click the [Menu] button on your phone.
2. Make sure "Features..." is highlighted on the graphic display and press the soft key labeled "Select."
3. Make sure "Contact Directory..." is highlighted on the graphic display and press the soft key labeled "Select."
4. Press the soft key labeled "Add."
5. Fill in the appropriate information by using the navigation arrow keys to move to different fields and the number pad for letters.
6. Press the soft key labeled "Save."

Questions? Problems?

If you have any questions regarding how to use your phone, please call information technology at x7905. If you are having problems with your phone functioning incorrectly, please submit a Maintenance Work Request at *cedarville.edu/maintworkorders*.

Voicemail Menu Options

Log in
From your own phone
Press the button to right
of Voicemail message

From another phone	From outside
Dial your extension	Dial your number
Press #	Press *

Enter your PIN
Press #

Enter your extension + #

Main Menu
Press To:
1   Listen to inbox messages
2   Listen to saved messages
3   Listen to deleted messages
4   Send a message
5   Voicemail options
8   Log off
0   System-wide welcome
*   Replay this menu

Log off
Press To:
*   Cancel the current activity
*   Press again to return to main menu
8   Log off
Or just hang up!

Voicemail Options
Press To:
1   Record greetings
2   Record name
3   Select greeting
4   Empty deleted messages
5   Change password
*   Cancel

Message Menu
Press To:
1   Play message info
2   Replay
3   Save / Restore to Inbox
4   Delete / Delete permanently
5   Forward
Play next message
*   Cancel

Record Greeting Menu
Press To Select:
1   Standard
2   Out of office
3   Extended absence
*   Cancel

Select Active Greeting Menu
Press To:
1   Listen to all greetings
2   Choose standard
3   Choose Out of office
4   Choose Extended absence
5   Choose default
*   Cancel

Record Comments
Press To:
1   Include comments
2   Forward without
*   Cancel

To record:
Press To:
•   Record
•   Press #

Recording Menu
Press To:
1   Play back recording
2   Accept recording
3   Delete and rerecord
*   Cancel

Forward to:
Enter extension

Shortcut!
No need to listen to an entire
menu or message--go ahead
and press the button for what
you want to do next.

Chart created and provided by Joel Tomlinkson, Director of Marketing