VoIP Phone System FREQUENTLY ASKED QUESTIONS

VoIP VOICE AND E-MAIL MESSAGES FREQUENTLY ASKED QUESTIONS

The Cisco IP Phone provides the end user with access to voicemail either through the phone setup or by accessing the email inbox.

Q: What does VoIP stand for?
Voice over Internet Protocol. Voice traffic ‘rides’ over the data network.

Q: If the network goes down do I still have a phone?
In most cases the phone will still be available because the system is connected to a UPS (Uninterrupted Power Supply) and there is built in redundancy in the phone system.

Q: If my computer goes down, does my phone go down too?
No. As long as the network connection is active, the phone can still be used.

Q: Do I still have to dial 9 to get an outside line?
Yes, as you do with the current phone system.

Q: Is it possible to dial from an IP phone to a non-VoIP phone using only the four digit extension?
Yes. Same as with the current system.

Q: Can I transfer a call from a non-VoIP phone to a VoIP?
Yes, the transfer feature works between systems. Forwarding a call will not work between systems.

Q: Can I access my voice mail from home?
Yes. Dial (909) 652-6700. When the automated voice answers press the star key (*) then enter the mailbox extension and password.

Q: How can I tell the difference between a voicemail and an e-mail in my MS Outlook inbox?
Messages that are voicemail display the sender as “Unity Messaging System…” additionally, the voicemail is identified as a Voice Message System.wav file which will require an audio card on the computer to open and listen to the message.

Q: How do I skip messages on the voicemail system?
Press the pound key (#) to skip to the next message.

Q: When will I receive my VoIP phone and number?
VoIP phones at the regional locations (campus centers) have been installed. As the new buildings come on-line the VoIP phones will be installed. The remainder of the Rancho campus will be completed on a building-by-building basis. Scheduled completion is September 2007.

Q: Why am I having trouble accessing the 652 prefix?
As new numbers are approved by the Public Utilities Commission, table/calling plan updates are sent to the phone carriers. Check with your local phone provider to verify that updates are current.
Q: **Will I be able to find the new VoIP numbers in Outlook?**
Yes. As departments/areas are switched over, the ITS department is updating the Outlook Address book to reflect the new numbers. When the Meridian/Nortel phone has been removed, callers will receive a recorded message referring the callers to the new number.

Q: **What is the initial password to retrieve my messages?**
When the VoIP phone has been installed, the temporary password is 123123#. When accessing the voicemail for the first time, the system will walk you through setting up the mail box, greeting, and password change.

Q: **How do I change my password if I have previously accessed my messages?**
After accessing the voice mail menu:
1) Press the 4 key (Setup Options)
2) Press the 3 key (Personal Settings)
3) Press the 1 key to change the password. Password must have four (4) numbers
4) Press the pound (#) key to save the change

Q: **How do I change the greeting?**
After accessing the voice mail menu:
1) Press the 4 key (Setup Options)
2) Press the 1 key (Greetings)
3) At the tone say the greeting, press the pound (#) key to end recording

Q: **How do I set a temporary greeting?**
After accessing the voice mail menu:
1) Press the 4 key (Setup Options)
2) Press the 1 key (Greetings)
3) Press the 3 key (Edit Other Greetings)
4) Press the 3 key (Edit Alternate Greeting)
5) Press the 1 key to record the greeting, press the pound (#) key to end recording
6) Press the 2 key to turn on the alternate greeting.
7) The greeting can be turned off by number of days or by stop date
   a. To set end date by number of days, enter 1, 2, 3 …., then press the pound (#) key
   b. To set a date, enter a two digit month, two digit date, then press the pound (#) key

Q: **How do I ‘reply’ to a message?**
After listening to the message:
1) Press the 4 key (Reply)
2) Record your reply
   a. Press the 1 key to stop and listen to recording **or**
   b. Press the 3 key to delete recording and start over
3) Press the pound (#) key to stop the recording
4) Press the pound (#) key again to send