



### Welcome to the new Residences VoIP telephone system.

Your VoIP phone works and looks like a normal telephone. The only difference is that it is connected to the same wall port as your computer. This Guide outlines how to set up and use your VoIP Telephone and if you have a computer, how to set up your computer and the VoIP telephone to share the network port in your room. For more information or to get assistance with your VoIP telephone, please contact the IT Service Desk on 84357.



### When you arrive

All CSU Residences using VoIP Telephones will come with a telephone installed and ready to use in your room when you arrive on campus. If there is no telephone handset in your room, contact the IT Service Desk on 84357 (using another phone) and arrangements will be made for a telephone handset to be installed. If you do not wish to use your computer to access the CSU Network and Internet, or do not have a computer, then you will not need to do anything. Your VoIP Telephone will be available to use on your arrival.

### Connecting your Computer to the VoIP Telephone

If you have a computer and want to access the CSU Network and Internet, you will need to connect your PC to the VoIP Telephone Handset.

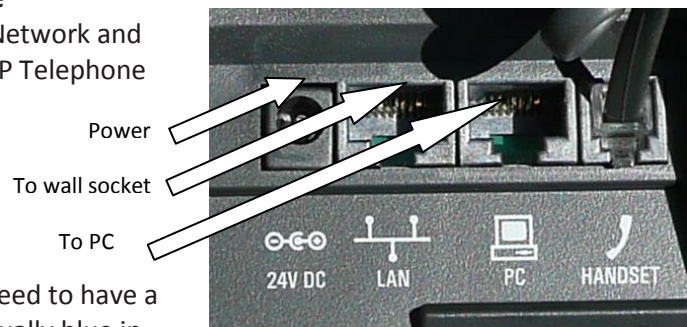


Figure 1

To connect your computer to the Internet, you will need to have a Computer with a Network Card and a Cat 5 Cable (usually blue in colour). When purchasing a cable be sure to get a cable that is long enough. Using your Cat 5 Cable, connect one end of the cable to the "PC" port in Figure 1 and the other end to the Network Card in your PC.

Once this cable is connected, it should look something like the diagram in Figure 2.



Figure 2

If the phone does not work or if you can not access the CSU Network, call the IT Service Desk on 84357 (you could ask your neighbour if you can use their phone for this).

## CSU VoIP Phone Quick Reference Sheet

### Emergency Numbers

Pick up handset.  
Dial 000.  
Press Dial

### Your room phone will NOT work in a power outage

You will be able to make calls from the common room phone for a limited time in the event of a power outage in your building

### Soft Keys

Located just under the screen on your phone are 3 buttons. These are called soft keys. Each soft key relates to the option on the screen just above it. The options displayed will change depending on what functions you are currently using on the phone.

### What's my phone number?

Your 5 digit internal Phone number will be displayed on your phone's screen.

### To make a call

Lift the handset, dial a number, **or** Dial a number, press the **Dial** function key, then lift the handset **or** Press the **New Call** soft key, dial a number then lift the handset

### Making an internal call

You may dial all CSU internal 5 digit extension numbers on any campus.  
Pickup the handset  
Dial the number  
Press the Dial key

### Making an external call

External calls can be made by dialling 411 to access the phone away card service used with CSU Residence telephone systems. You must purchase a phone-away card to make external calls. Phone cards from other providers may also be used with the CSU Residence telephone system by dialling the 1800 number on the card and following the prompts. You do not need to dial a 0 to get an outside line

### Receiving a call from outside CSU

If someone from outside CSU wishes to call you on your room phone they will need to first dial either **Wagga – (02) 6933 7500, Bathurst – (02) 6338 6600, Thurgoona – (02) 6051 8800, Orange (02) 6365 7200 or Dubbo – (02) 6885 7490**. Callers will be prompted to enter your 5 digit extension so you must advise callers of your internal phone number before they wish to ring you.

### Missed Calls

If you miss a call you will see message on the screen indicating that you missed a call and a soft key will display the word CALLERS. Information about the calls can be shown by pressing CALLERS soft key. Use the arrow buttons to navigate through the callers and use the tick button to select entries to view. The left arrow will take you back through your selections until you are back at the main phone screen showing your phone number.

### Voicemail

#### Initial setup

You can access voicemail at any time to change your voicemail message or change your password by doing the following  
Dial 420  
Press the Dial button  
You will be asked for your phone number and your password – if your phone number is 12345 and your password is 0000 you would enter 123450000#  
Your initial password will be 0000

#### To Change your Password

From the main menu  
Select option 5 – Personal options  
Select option 3 - Change your password.

#### To Record your Voicemail Message

From the main menu  
Select option 5 – Personal options  
Select option 5 – Personal Prompts  
Select option 3 – Record Standard Greeting

#### How do I know when I have voicemail?

The “Message” light will flash.  
Your screen will also say you have messages.

#### Retrieving my voicemail messages

If your message light is blinking and/or your screen indicates that you have messages.  
Dial 420  
Select the Dial button  
You will be asked for your phone number and your password – if your phone number is 12345 and your password is 0000 you would enter 123450000#  
Select option 1  
Follow the prompts

#### Using Hands free (speakerphone)

Press the HANDSFREE button (it looks like a little speaker at the bottom right of the phone during a call – or you can make or answer a call hands free by pressing the HANDSFREE button instead of lifting the handset.

#### Volume controls

To adjust the volume level of the person you are talking to during a call press the + and - buttons at the bottom of the phone.

To adjust the ringer volume of your phone, leave the handpiece in the cradle and press the + and - buttons at the bottom of the phone.

#### Useful Shortcut numbers

420 – Voicemail  
411 – Telstra phone card  
401 - Lock out number  
400 - Security