

# PLEASE READ THIS INFORMATION SHEET FIRST

## CSU VoIP PHONE – Getting Started Guide

# Introduction

### What is different about your new CSU VoIP phone setup?

- Your new CSU VoIP phone uses the data network to connect your calls and not a separate telephone line.
- Your new CSU VoIP phone and your computer in most cases will share the same data outlet in the wall.
- The data cable from the wall plugs into the back of your CSU VoIP phone and a second cable from the back of the phone will connect to your computer.
- In most cases, your phone receives power from a transformer that is plugged into a convenient power outlet. However in some deployments the phone may receive power via the data cable.

*If your CSU VoIP phone is powered down (or re-booted), or its data cable is un-plugged from the wall port, your computer will also lose its network connection. If there is a power outage in your building, your CSU VoIP phone will no longer work. Each building will have at least one emergency CSU VoIP phone that will operate in the event of a power outage.*

### Logging on to the CSU VoIP phone

Your CSU VoIP phone requires you to log in.

This is similar to logging into your PC in that it identifies that you are using the phone (not someone else) and assigns your dialling privileges and phone number to the phone. This is also useful when you wish to use someone else's CSU VoIP phone and have your dialling privileges and phone number on that phone for a time

- To **log in** dial **981** and press the **dial** button
- When prompted enter **your extension number+ your password** (Pin) initially **0000** and **#**
- To **log out** dial **982** and press the **dial** button
- When prompted enter **your extension number+ your password** (Pin) and **#**

*IC Client users: If you are using the IC client it will log you on to your CSU VoIP phone*



### Making Calls

To phone **internal numbers**:

- Dial their 5 digit number, then lift the receiver (or push the speaker button);
- Or lift the receiver and dial the number;
- Or dial the number and press the **DIAL** button.

To phone **external numbers**;

- There is no longer a requirement to put a 0 in front of externally dialled numbers to get an outside line.
- Use your preferred dialling method to dial the number

**BUT DO NOT USE A LEADING ZERO.**

### Voicemail

The new voicemail system integrates closely with your email inbox.

Your voice messages will show up as emails in your email inbox and can be listened to from there (**PC speakers or headphones required**) as well as from your CSU VoIP phone.

To access your messages from **YOUR CSU VoIP phone**

- Dial **99** and press the **DIAL** button.
- Once connected to the voicemail system follow the prompts.

## Most common voicemail functions

Access the voicemail system using **99**.

Setup your mailbox

- **Record your out of office greeting** 5+5+1
- Hear your out of office greeting 5+5+2
- Activate your out of office greeting 5+5+7
- Turn off your out of office greeting 5+5+8
- **Record your standard greeting** 5+5+3
- To turn off your standard greeting 5+5+9
- Hear your no answer greeting 5+5+4
- **Record Your Name** 5+5+5
- Change password (PIN) 5+3
- To set your remote telephone number 5+2
- Change your current status 5+1 then
  - Available 1
  - Add forwarded number 2
  - At a Training session 3
  - At Lunch 4
  - Do not Disturb 5
  - Gone home 7
  - In a meeting 8
  - Away from Desk 9
  - Available no ACD 10
  - On Vacation 11
  - Out of Office 12
  - Out of town 13
  - Working at home 14
  - Available follow me 15
  - For busy - press 16

## To access your voicemail message using Microsoft outlook

Open the message and double click on the message attachment.

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*Deleting a message from your email inbox will delete it from your voicemail.*

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Additional documentation can be found at [DIT Self Help and Training](http://www.csu.edu.au/division/dit/staff/training/self-help/) (<http://www.csu.edu.au/division/dit/staff/training/self-help/>)

## To access your voicemail from someone else's phone

- Dial \* then at the “**thank you for calling**” prompt Dial **99**
- At the prompt enter your extension number and password (PIN) and #
- Once connected to the voicemail system follow the prompts.

## To access your voicemail from a phone outside the university

- Dial the closest number from the following list
  - 02 633 86600 (Bathurst)
  - 02 688 57490 (Dubbo)
  - 02 636 57200 (Orange)
  - 02 605 18800 (Thurgoona)
  - 02 693 37500 (Wagga)

At the prompt enter **99**

- At the prompt enter your extension number and password (PIN) and #.
- Once connected to the voicemail system follow the prompts.

## To go directly to voicemail when you make a call

- Make the call as per normal
- Press 1
- Then press 1 again immediately
- You will go directly to the other user's voicemail and not have to wait for prompts or long messages.

## Manage voicemail messages

Access the voicemail system using **99**.

- Listen to new voicemail: 1 + 1
- Listen to saved voicemail: 1 + 2

### When listening to a message

- Save current voicemail 1
- Forward message to extension 2
- Skip to next message 3
- Replay current message 4
- Reply to current message 5
- List to envelope information of message 6
- Delete message and play next 7
- Play the text of this message 8