VoIP Phone Information Sheet

Your phone has been upgraded as part of our VoIP rollout. This sheet provides a quick overview of VoIP and basic phone features. Additionally, the Cisco Quick Start Guide included with your phone provides a legend with button functionality. More information, including additional phone features and advanced options that only IT can enable, can be found at http://www.sonoma.edu/it/helpdesk/voip.

Call or email the IT Help Desk with any VoIP related questions: x4-HELP (4-4357) / helpdesk@sonoma.edu

What is VoIP?
VoIP (Voice over Internet Protocol) is a newer technology used to communicate via the Internet. As we phase out our existing phone system, we’re replacing campus phones with digital Cisco VoIP phones. Your new phone contains various new features and settings in addition to functionality of your previous phone.

VoIP Setup
- The VoIP phone plugs directly into an ethernet jack instead of the existing phone jack.
- Your computer’s ethernet cable plugs directly into the VoIP phone instead of the ethernet jack.
- Most headsets work with your new phone. Unplug the handset and plug in the headset. Use the line keys to place or receive a call. Note that the headset button only works with headsets that use a 2.5mm stereo plug to connect to the side of the phone.

Getting Started
- As soon as you get your phone, reset your voice mail passcode and record your name:
  1. Press the Messages button.
  2. Enter your voice portal passcode followed by #. The default passcode is typically 44 followed by your 4-digit extension.
  3. Press 8 to reset your passcode, or press 3 to record your name.
- Your VoIP phone will be active for on campus calls and to make off-campus calls as soon as you get it.
  - Your VoIP phone will receive off-campus calls once your phone number changes from our current provider (AT&T) to our VoIP provider (Level 3). This change should not take more than a few weeks.
  - Once your VoIP phone is fully activated, your existing phone will no longer work. Please bring it to the IT Help Desk for us to donate, or contact your department to arrange e-waste options.

Basic Phone Usage

Calling On Campus
- Dial ‘4’ then the four digit campus extension.

Calling Off Campus
- Dial the seven digit phone number, with area code as needed. You do not need to preface the call with a ‘9’ or a ‘1’.

Placing a Call on Hold
  1. While engaged in a call, press the Hold button. Note the red line button now blinks.
  2. To resume the call, press the Hold button, the red line button, or the ‘resume’ softkey.

Check Voicemail (Message Waiting Indicator will be lit with a red light)
  1. Press the Messages button.
  2. Enter your voice portal passcode followed by the # key.

Check Voicemail From an Off Campus Phone
  1. Dial your campus phone number.
  2. Press the * key after the phone stops ringing and voicemail system answers.
  3. Enter your passcode followed by the # key.