

Resources

For handouts and user manuals:

- Go to <http://its.psu.edu/training/resources/handouts/index.html#comm>
- Select the file for the model of telephone you have or will be receiving. The model number for your Phone is in the upper right-hand corner of your phone.
- Click on the link to download or print the PDF of the appropriate manual.

To program certain features on your VoIP phone

- Log into <https://voip.psu.edu>
- Select the device (phone or add-on module) you wish to program. You should only have one unless you are responsible for programming phones in your department. Make sure that you are programming the correct phone by double-checking the Mac address located on a white sticker on the bottom of your phone.
- You can then program the following:
 - Forward all calls to a different number (for all lines taken by a button)
 - Add/Update your Speed Dials (for use with the Abbreviated Dial feature)
 - Configure your Cisco Personal Address Book (for use via the Services button and Fast Dial feature)

Unity Voice Mail

- Phone number 5-4090
- Default Password is 1234; It is a menu driven system
- Handout is available on the Training Services Website.

Direct Transfer/Express Messaging Desk for Unity Voice Mail

- Can forward a person directly into someone's Voice Mail box using this feature or can leave a message without ringing the person's phone.
- To Transfer a caller directly into someone voice mailbox:
 - Press Transfer
 - Dial 3-6200
 - Dial the 5-digit phone number and press #2
 - Press Transfer
- To leave a message in someone's voice mailbox without ringing their phone:
 - Dial 3-6200
 - Dial the 5-digit phone number

Trouble Reporting Line (Network Operations Center (NOC) 5-4NOC)

- Phone number 5-4662; Report broken/malfunctioning phones; reset voicemail password

Help and Frequently Asked Questions (FAQ)

- Phone number 3-HELP (4357) or 5-HELP; e-mail VoIPHelp@psu.edu

Telecommunications and Networking Services (<http://tns.its.psu.edu/voiceSystems>)

- Inquiry Form: <https://www4.tns.its.psu.edu/generalInfo/inquiryForm.cfm>
- Voice Mail Change form:
<https://www4.tns.its.psu.edu/forms/VoiceMailChgForm.cfm?formtype=voip>