Telephone

Q: How do I know if I have an analog phone or an IP phone?

A: The Cisco system supports for CISCO phones and analog phones. The Cisco desk phones are model numbers 8841, 8845, 8865 and the conference phone is the Cisco model 8831. All other phones on campus are analog.

Q: Why don’t I have the IP phone like others in my department?

A: Each department is responsible for determining and purchasing phones for its members.

Q: How do I forward my phone to my cell or some other number?

A1: Using your analog phone, calls can be forwarded by entering *74 plus the phone number.

Note: If you are forwarding to a cell enter *74 + 9 + cell number (for local numbers)
If you are forwarding to a cell enter *74 + 9 + 1 + cell number (for long distance numbers)

A2: Cisco IP phones can be forwarded by pressing the FORWARD ALL softkey and entering 9 + area code + number. Remember, if your cell has a long distance number, enter the 9 + 1 + area code + number.

A3: From the User Phone Portal via the web:
Anyone with a phone on the GT phone system can manage his or her phone forwarding options from the web by doing the following:

1. Go to: Buzzport.gatech.edu
2. Log In
3. Select EMPLOYEE on the right side of the gold bar
4. Select NEW CISCO PHONE ADMIN under EMPLOYEE RESOURCES
5. The Unified Communications Self Care Portal will open
6. Select: CALL FORWARDING
7. Place a check mark in the FORWARD ALL CALLS TO box
8. Select the down arrow next to the box with VOICEMAIL prefilled
9. Choose ADD A NEW NUMBER
10. Enter the phone number, including the 9 for an outside line
11. Press SAVE

Q: How do I cancel call forwarding?

A1: To cancel call forwarding on an analog phone, get dial tone and enter #74.

A2: To cancel call forwarding on a Cisco IP phone, press the FORWARD OFF softkey.

A3: From the User Phone Portal via the web:
Anyone with a phone on the GT phone system can manage his or her phone forwarding options from the web by doing the following:

1. Go to: Buzzport.gatech.edu
2. Log In
3. Select EMPLOYEE on the right side of the gold bar
4. Select NEW CISCO PHONE ADMIN under EMPLOYEE RESOURCES
5. The Unified Communications Self Care Portal will open
6. Select: CALL FORWARDING
7. Remove the check mark in the FORWARD ALL CALLS TO box
8. Press SAVE

Q: My Georgia Tech phone has a virtual number. I do not have a phone on my desk. How do I forward that number to my cell or some other number?

A: Your virtual number is registered in the Georgia Tech phone system. Use the instructions above to access the Self Care web portal to change the forwarding for your number.

Q: How do I set up a speed dial for my phone?

A1: Each manufacturer of analog phones has its own way to set up speed dialing. Please check your manufacturer’s website and search for the End User Manual for your phone to get instructions.

A2: Speed dials can be set up for Cisco phones from the User Phone portal.
- Go to: Buzzport.gatech.edu
- Log In
- Select EMPLOYEE on the right side of the gold bar
- Select NEW CISCO PHONE ADMIN under EMPLOYEE RESOURCES
- The Unified Communications Self Care Portal will open
- Select PHONE SETTINGS
- Select SPEED DIAL NUMBERS
- Click the link to ADD NEW SPEED DIAL
- Enter the phone number in the NUMBER/URI box
- Enter the name in the LABEL (Description) box
- Click SAVE

Q: I have another person’s phone number on my Cisco phone, how can I tell when he or she is on his or her line?

A: Your calls will be flash amber on incoming calls. It will turn green when you answer the call. The light on the other person’s line will be red when they are on a call. It will flash red when they place the call on hold.

Q: Can I pick up or join a call from a shared line on my Cisco phone?

A: You can join a call from a shared line on your phone. Press MERGE to join the call with your coworker. This turns the call into a conference call.

Q: Can I block a person from joining in on a call from a shared line on my Cisco phone?

A: To block others from joining in on your shared line call, press PRIVATE.

Voicemail

Q: What number do I dial to check my voicemail messages?

A1: From your analog desk phone, dial 58324 (5TECH)
Enter your password.  The first time you log into your voicemail box, your password will be 58324 (5TECH).

A2: From any location other than your desk
- Dial your phone number
2. When you hear the greeting begin to play, press *
3. Enter your ID, followed by the pound (#) sign. *(Your 10-digit phone number (404385XXXX or 404894XXXX)*
4. Enter your password, followed by the pound (#) sign. *The first time you log into your voicemail box, your password will be 58324 (STech).*

A3: From your Cisco IP desk phone
1. Press the mailbox icon. Or
2. Dial 58324 (STech).

Q: Can I retrieve a message I saved on the old voicemail system?

A: Messages will be retained on the old system for up to 30 days after your phone is converted to the new Cisco system. You cannot retrieve those messages from a phone but you can retrieve them from the using the GT Visual Voicemail.
   1. GoTo: Buzzport.gatech.edu
   2. Log In
   3. Select EMPLYEE on the right side of the gold bar
   4. Select GT VISUAL VOICEMAIL under EMPLOYEE RESOURCES
   5. The Mitel NuPoint Unified Messaging app will open
   6. Enter your 10-digit phone number in the MAILBOX box
   7. Enter your OLD password in the PASSCODE box
   8. Listen to your message online or check the box next to the mailbox icon and select FORWARD
   9. Enter your email address in the TO box
   10. Press SEND

Q: Do I have to call OIT Telecom to reset the password if I forget it?

A: No. Each person can reset his or her password from the voicemail web portal.

A1: If you are remote or at any location other than your desk, log into the GT VPN, first and follow the steps below.

A2: If you are at your desk you do not need to log into the GT VPN, go to the Unity Web Portal.

To log into the Unity Voicemail Web portal, do the following:
   1. GoTo: Buzzport.gatech.edu
   2. Log in
   3. Select EMPLOYEE on the right side of the gold bar
   4. Click on NEW CISCO VOICEMAIL
   5. Select: WEB INBOX
   6. Select: SETTINGS
   7. Select: PASSWORDS
   8. Select: CHANGE PIN
   9. Enter your new PIN (password)
   10. Press SAVE

Q: How will I know when I have a voicemail message?

A1: Analog phones will have a stutter tone.

A2: IP phones will have a solid red light on the handset. In addition, a number indicating the number of messages will appear in a small box on top of the line
Q: How long will my messages stay in my voicemail box before they are deleted?
A:
• NEW MESSAGES remain in the New Messages folder 30 days before being moved to the SAVED folder, regardless of whether you listened to the message or not.
• SAVED MESSAGES remain in the SAVED folder 30 days before being moved to the DELETED folder.
• DELETED MESSAGES remain in the DELETED folder 30 days before being moved to the PERMANENT DELETE folder.
• PERMANENTLY DELETED messages remain in the Permanent Delete folder 15 days before being permanently deleted.

At any point, you can Save a Message as New to extend the time it will remain in your mailbox. Also, a copy of your voicemail messages are sent to your email address. Voicemail messages sent to your email address does not delete from your email account unless you take steps to delete the message.

Q: Does this voicemail system permit me to listen to the meetings I have scheduled on my calendar?
A: The Cisco Unity Voicemail will read the details for any meeting listed in your Microsoft Outlook calendar.

Conference Bridge

Q: My department has a dedicated conference bridge. Did that go away when our phone system changed?
A: The Georgia Tech and AT&T conference bridges have remained intact and continues to work the same as they have in the past. Your dial-in numbers, access code, and Chairman PIN are the same.

Q: My department uses the Georgia Tech conference bridges on occasion. We wish to continue doing so, where do I send my request for a one-time bridge?
A: The email address has not changed. Please continue to send forms to bridging@oit.gatech.edu.

Q: I do not have the form to request a conference bridge. How can I get the form?
A: Send your request for a form to bridging@oit.gatech.edu.

Q: What other conference options are available for Georgia Tech staff?
A: OIT offers desktop/web services that provides audio/visual, on-demand, real-time, collaborative web meetings and conferencing.

Go to: http://oit.gatech.edu/services/communication-and-collaboration/desktop-video-collaboration-support-and-brokerage for information