UA VoIP - Frequently Asked Questions

Q. How many simultaneous calls can my primary telephone line accommodate?
A. By default, your new IP phone is programmed to accommodate a total of two simultaneous calls: one incoming and one outgoing; two incoming; or two outgoing.
   • If you have a call on your primary telephone line and you need to call someone else, press the Hold SoftKey (or Hold button on 7911/7912 sets) then press the New Call SoftKey for new dial tone. Dial the second number.
   • If you have one call on your primary telephone line and another call comes in, you will hear a single tone to alert you to the second call. Simply press the Answer SoftKey to put the first call on hold and answer the second call. If you have voice mail and do not answer the second call, it will forward to your voice mailbox. Another option for voice mail users is the Immediate Divert SoftKey, which you press to send the second call directly to your voice mailbox (Note: If you have voice mail and have set up an Away from the Phone or On the Phone personal greetings, the caller will hear your Away from the Phone greeting in this case).
   • If you have two calls on your primary telephone line and another call comes in, the caller will receive a busy tone; or, for voice mail users, the call will be forwarded to your voice mailbox. (Note: If you have set up an Away from the Phone or On the Phone personal greetings the call will be directed to your On the Phone greeting in this case.)

If the only line on your phone is your primary line and you have two simultaneous calls on it, you will not be able to transfer either of the calls.
If you need to change the default programming of your phone, please contact Telecommunications Services at UITS-Telco@email.arizona.edu or 520-621-8999.

Q. Now that I have my IP phone, do I need to re-record my voice mail greetings?
A. No. However, the personal greeting the caller will hear (either Away from the Phone or On the Phone) depends on the number of calls already in progress on your primary line. Please see examples in the above answer.

Q. If I have multiple lines on my phone, will the Call Log show the Missed, Received, and Placed calls for each line or just for my primary line?
A. Missed, Received, and Placed calls for all of the telephone lines on your phone will be stored. Your phone will display this on 7970G, 7941G-GE, 7961G-GE, 7971G-GE, 7945G, 7965G and 7975G. For all other models, the stored call
information does not indicate which line on your set was used.

**Q.** I share a line with someone else because I need to know when this person is on the phone. Can I program my phone so this line does not ring on my phone?

**A.** Yes. You can program each line on your telephone with a distinctive ring. If you do not want a line to ring at all, simply select the No Ring selection from the Settings menu. For information on how to select a ringer type, see the VoIP information page at [http://uits.arizona.edu/services/voip](http://uits.arizona.edu/services/voip).

**Q.** If I share a phone line with others in my department and I am using that line, can the others join me on that call without me conferencing them in?

**A.** Yes. Anyone with the shared-line appearance can join a call. To join a call on a shared line, simply press that line button and then press the Barge SoftKey. The other user will hear a tone indicating someone has joined the call. To prevent others with the shared appearance from joining your call, simply press the Privacy button. If your phone does not have a Privacy button and you need this feature, please contact Telecommunications Services at [UITSTelco@email.arizona.edu](mailto:UITSTelco@email.arizona.edu) or 520-621-8999.

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**Q.** If I have two voice mailboxes, when will my message waiting light turn on?

**A.** If a message is left in the mailbox associated with your primary line, the message-waiting indicator will be lit. In addition, a mailbox icon next to your primary line will appear on your LCD screen. If a message is left in a mailbox associated with a secondary line, the mailbox icon will appear but the light will not be lit. If you would like both lines to light your phone indicating voice mail, please contact Telecommunications Services at [UITSTelco@email.arizona.edu](mailto:UITSTelco@email.arizona.edu) or 520-621-8999.

To access messages in a mailbox associated with your primary line, you must first select the line with the message icon then press the Messages button.

**Q.** How do I forward all calls on my primary line?

**A.** Use the Call Forward All SoftKey on your phone to forward all calls on your primary line. To forward all calls on a shared or secondary line, you must use a Web tool called CCM User. For more information on CCM User please see the CCM User page at [http://uits.arizona.edu/services/ccm_user](http://uits.arizona.edu/services/ccm_user).

**Q.** When I’m using the Call Forward All feature, does the phone to which mine is forwarded display the information of the forwarded call or my information?

**A.** The information of the forwarded call will be displayed. If a person calls 621-8999 and 621-8999 is forwarded (all calls) to 621-7999, 621-7999 sees the call details from the person calling, not from 621-8999.

**Q.** Can I forward all of my calls to my cell phone?

**A.** The Call Forward All feature depends on the facilities restriction level of your primary phone line. If you can call a destination phone number without using an authorization or FRS account, you can forward all calls to that destination number.

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**A.** The Call Forward All feature depends on the facilities restriction level of your primary phone line. If you can call a destination phone number without using an authorization or FRS account, you can forward all calls to that destination number.

**Q.** How do I program the Speed Dial buttons on my phone?

**A.** Speed Dial buttons must be programmed via a Web tool called CCM User. For [http://uits.arizona.edu](http://uits.arizona.edu) Updated 12-09-2011
more information on CCM User please see the CCM User page at http://uits.arizona.edu/services/ccm_user.

**Q.** What happens to my calls if I unplug my IP phone?

**A.** Callers will hear a busy signal unless you have a voice mailbox. If you have set up Away from the Phone or On the Phone personal greetings, the caller will hear your Away from the phone greeting in this case.

**Q.** If I unplug my phone will I lose my Personal Directory?

**A.** No. Your Personal Directory is stored on the Cisco Call Manager, not on your phone. Even if you replace your IP phone with another IP phone, you would not need to reprogram your Personal Directory.

**Q.** Some of the phone numbers in the Campus Directory on my phone are incorrect. Whom do I notify?

**A.** The telephone numbers in the Campus Directory on your phone are provided by the campus online phone book, which is not maintained by UITS. That person must initiate changes to information for a person in the online campus phone book. More information about making changes can be found at http://www.arizona.edu/phonebook/help.

**Q.** I’ve heard that if you call 911 from an IP phone, your location information is not provided so the authorities do not know where you are. Is this true?

**A.** In case of an emergency, you use your IP phone as you would any other. With your IP phone, your location information will be passed on to authorities.

**Q.** Since this is an IP phone, can I use it at home to make calls over the Internet?

**A.** No. Your IP phone is part of the University network. It will not work outside of the UA VoIP network.