New Telephony System: Quick Start Guide

The University of Salford will soon be migrating all users of the campus IP Telephony system onto an upgraded platform which will give increased resilience and functionality. In order to ensure you are up and running as soon as possible, please take some time to read the following useful information about the new system.

Logging In/Out of Your Phone (Extension Mobility)

You now have the facility to log in and out of any Cisco IP handset that has been migrated to the new platform – without logging into your handset you will not be able to access your voicemail and will only be able to make internal calls.

Please note that when you log into a handset, any other handset you are currently logged into will be automatically logged out.

- When a handset screen displays “Please Log In” and an extension number similar to “#19XXXX” you will need to log into the handset.
- To do this press the globe (7911/7912 handset) or services (7940/7960 handset) button. (see right)
- On a Cisco 7911 handset press 4 - services
- On a Cisco 7912 handset press 4 – services then the Select softkey
- On a Cisco 7940/60 handset press the Select softkey
- User ID: is your usual University username e.g. abc123
- The default PIN is 12345
- Use the Arrow keys to move between the two sections then press the Submit button.
- Your Cisco IP handset will reset and your own extension “5XXXX” will now display on your phone.
- If you wish to log out of the handset press the globe/services button and then press Yes button to log out.
- Please take the time to change your PIN. You can complete this when logging out of your phone – on the screen you will see Set PIN Press this button and enter 12345 in the Current PIN: field, followed by your chosen PIN number in the New PIN: & Confirm PIN: fields, then press the Change softkey.
- Once you have logged out the handset it will reset and become a logged out phone again – the screen display will read “Please Log In”.

Enrolling Onto the New Voicemail System

- Please take the time to enrol your new voicemail account, as when your phone is logged out it will go straight to voicemail.
- Once you have successfully logged into a handset, press the messages button and enter the default voicemail PIN: 98741
Follow the enrolment process as prompted: this will include changing your voicemail PIN and recording your personal greetings.

Should you need to access the old voicemail system please contact the ITS Service Desk who will be able to assist you with instructions on how to do this. *Staff should ensure that they have deleted/transcribed all existing voicemails ASAP as these will be deleted when the migration project has been completed at the end of July 2013.*

**Changing Passwords and Amend/Create Speed Dials**

If you wish to change passwords or speed dials visit the following web page: [https://10.90.1.11:8443/ccmuser/](https://10.90.1.11:8443/ccmuser/) Adding this address to your favourites list will make the page easier to access in future.

- **Login Username**: your University network username e.g. abc123
- **Default Password**: your University Active Directory Password
- **Please take the time to change your password for security reasons. To do this, select User Settings from the User Options menu and enter the relevant details. Note you can also change the Phone PIN (the number you use to log into a handset using Extension Mobility). Click Save for this to take effect.**

- **To amend your speed dials select Device from the User Options menu and click on Speed Dials button on the right. Enter the speed dials e.g. Number (telephone number) Label/ASCII Label (name of person repeated in both fields). If you are entering an external number (i.e. a mobile phone) please ensure you put a 9 in from of the number.**

- **Once you have completed the changes in either page click Save for the changes to take effect.**

- **For more information and as new guides become available please see ITS Telephony web pages: [http://www.its.salford.ac.uk/telephony](http://www.its.salford.ac.uk/telephony) or contact the ITS Service Desk on 52444.**