Changes to Your Phone Service

UBC IT is upgrading the phones in your building to VoIP. This guide contains important information about the upgrade process, and how your new phone service will work.

The installation of your new Cisco 6945 handset is only the first part of the upgrade process. **Your new VoIP phone will not be functional until your department is cutover to VoIP.** In the meantime, continue to use your Nortel phone.

Your Departmental Voice Administrator (DVA) will advise you of your building's service cutover date. On the day of the service cutover, the following will occur:

- Calls will start arriving on your new VoIP phone. At this point, you can start using your VoIP phone for all calls.
- Your voicemail will be connected to your VoIP phone. **When this occurs, you will receive your unique PIN via email or from your DVA. Please take the time to change your password by following the instructions below:**
    1. Call your voicemail
    2. Enter the temporary PIN, it will tell you that it has **expired**.
    3. Enter a new PIN of your own choice.

Following the cutover, UBC IT will coordinate the collection of legacy Nortel phones from your department.

Your New Cisco 6945

The Cisco 6945 features essential phone set functionality – such as call display, transfer, conference, hold and messages.

The Cisco 6945 at a Glance

1. Message waiting indication light
2. Phone display
3. Feature buttons
4. Softkeys
5. Transfer button
6. Conference button
7. Hold button
8. Menu navigation bar and Select button
9. Headset button
10. Speakerphone button
11. Keypad
12. Mute button
13. Volume button
14. Messages button
15. Applications button
16. Contacts button
17. Handset

Getting Started

Placing a Call
- Lift the handset, or press the Speakerphone button, and dial the phone number
- Or, dial the phone number, and then lift the handset or press the Speakerphone button

Forwarding Calls
- To start forwarding, press the Fwd All softkey at the bottom of the phone's screen, and enter the target phone number (such as 2.2010 if you want to forward to voicemail)
- To stop forwarding, press the Fwd All softkey again

Transferring Calls
- Press the Transfer button on your phone, and dial the number that you want to transfer to
- Press the Transfer button again to complete the call transfer

Accessing your Voicemail
- Press the Messages button on your phone; you will then be prompted to enter your voicemail PIN

Creating a Conference Call
- While you are on the phone, press the Conference button and dial the participant's phone number
- After the participant has picked-up, press the Conference button again to add them to the call

Placing a Call on Hold
- While you are on the line, press the Hold button

Missed Calls
- Press the Applications button on your phone, and then select the Call History option
- You can toggle between Missed Calls and All Calls by using the softkey at the bottom of the phone's screen
- To call a number on the list, use the navigation keys to scroll to the desired number, and the lift- up the handset or press the Speakerphone button to dial

More Information
Looking to dive more deeply into the new features made available by your upgraded phone and voicemail? Additional guides, tutorials and FAQs relating to Cisco phones and voicemail can be found on the UBC IT website:

www.it.ubc.ca/phones

Further Assistance

If you require assistance with your phone or voicemail, you can reach UBC IT by dialing 611 or submitting a support request via the UBC IT Contact Form:

www.it.ubc.ca/itsc