



Quick tips for the use of VOIP Phones





These Quick Tips apply to all deployed VOIP phones.

Placing Calls

You can use the handset, headset, or speakerphone for calls. During a call you can change modes by picking up the handset or by pressing  or  buttons.

▪ **Placing an Internal Call**

Do one of the following:

- ✓ Pick up the handset, press  or  , enter the 4-digit extension, and press **Send**.
- ✓ Enter the phone number, press **Dial**, and pick up the handset, or  press 

▪ **Local External Calls Flow / Digicel**

Dial the 10-digit number you wish to call and follow the instructions given by the IVR (*Interactive Voice Response*).

(Please note to make external calls you will need to have your 8-digit voice mail pin)

▪ **Inter Campus Dialing**

With VOIP you can call between campuses. To call an extension at Cave Hill, St. Augustine, and the Open Campus directly from your local campus extension.

- ✓ Dial 3900 or 6400 and follow the instructions given by the IVR

Five-digit Campus extensions

3XXXX - Open Campus

4XXXX - Cave Hill

8XXXX - St. Augustine

6XXXX - Mona

Please note the XXXX is for the extension for the individual or department you wish to call.

Online directory listings for each campus:

- ✓ CAVE HILL: <https://cavehill.uwi.edu/directory>
- ✓ MONA: <https://www.mona.uwi.edu/directory>
- ✓ ST AUGUSTINE: <https://sta.uwi.edu/directory.asp>
- ✓ OPEN CAMPUS : <https://www.open.uwi.edu/hrd/staff-directory>

- **Direct International Dialing**

To make international calls, permission must be granted by your HOD. Once granted, this feature will be enabled on your VIOP phone.



- ✓ Dial the international number
- ✓ IVR will prompt you to enter your pin which is your voice mail pin
- ✓ After entering the pin the call will be connected.

Answering a Call

You can answer a call by using the handset, speakerphone, or headset.

- **To Answer a Call**

Do the following:

- ✓ To answer with speakerphone, press  or press answer softkey.
- ✓ To answer with headset, press .
- ✓ To answer with the handset, pick up the handset.

Hold and Resume Calls

You can have multiple calls on hold and resume a call at any time.

- **To put a call on hold**

Highlight the call and press the Hold soft key

- **To resume a Call**

Highlight the call and press the Resume soft key

End Calls

You can only end active calls. To end a held call, you must resume the call first.

- **To end an active call**

- ✓ Replace the handset in the cradle, press  or , or press the End Call soft key.

- **To end a held call**

- I. Highlight the held call and press Resume.
- II. Press End Call.

This process may differ slightly from device to device please refer to your quick user guide based on the model of your phone.

Transfer Calls

All users can transfer active (internal or external) calls to other extensions. Transfers can be done either as

“**Blind**” or “**Consultative**” where you can consult or announce the transfer before transferring a call.

- **To transfer a Call**
 - i. Press the Transfer soft key or press the transfer button on the device
 - ii. Choose Blind or Consultative
 - iii. Dial a number or choose a contact
*If you choose **Blind**, the call is transferred immediately.*
 - iv. If you chose Consultative, press the Transfer soft key, or press transfer button after speaking with your contact.

To Enable or Disable Do Not Disturb

You can enable Do Not Disturb when you do not want to receive calls. *Please note once enabled DND stays enabled until the user disables this feature.*


- **To enable or disable Do Not Disturb**
 - ✓ On the Home Screen, select DND on some devices, this might also be a button.


Pick up a Call a Ringing Extension

To pick up a call from another extension, pick up your handset:

- ✓ While the extension is still ringing, dial ***78 plus** the user ext. to retrieve that call.

Listen to Voicemail

When you have new voicemail messages, the messages icon  displays on your line.

- **To listen to voicemail**
 - ✓ On the home screen, select Messages or  button.
Or Dial 101 and follow the IVR instructions.

For any issues that you may have please contact MITS Help Desk at (876) 927-2148 / dial exts. 7200-16 or email: voip-support@uwimona.edu.jm