Emerson’s IP Phone System – Getting Started

For more in-depth instructions and training videos, visit http://it.emerson.edu/phone.

To report a problem, ask a question, or give feedback, visit http://it.emerson.edu or call the IT Help Desk at 617-824-8080.

Logging In / Out of Your Phone
Avaya’s IP Office abstracts a user’s extension and voicemail from the hardware they use to access it. Similar to how you can log in to your Emerson email account on any computer, you can log in to your phone number using any handset on campus. To log in to a phone that is not logged in:

1. Press Login.
2. Enter your 4-digit extension in the Extension field and press the OK button.
3. When you first log in to your phone, your PIN will be the same four digits as your extension. Enter these and press OK again.

Changing your PIN
Once you’ve logged in to a phone for the first time, you should change your PIN so nobody else can use your extension. To do so:

1. Press Features.
2. Scroll down to the third option on the menu, Phone User, and press the OK button in the center of the arrow keys.
3. Scroll down to the fifth option on the menu, Set Security Pin, and press the OK button.
4. Enter your current PIN and press Done.
5. Enter your new PIN (which must be 4 digits long) and press Done.
6. The phone will display a message telling you that your PIN has been changed.

Making Calls / Dialing Outside
You no longer need a separate dial-out code to make an external call.

   - For local numbers, dial 9 followed by the phone number.
   - For long-distance calls, dial 9 followed by 1 followed by the area code and phone number.

Remember that you are responsible for any calls that are made or received using your assigned extension. For more information on this, please see Information Technology’s policy at http://it.emerson.edu/policies/.
Setting up a Voicemail Greeting
Once you’ve logged in and changed your PIN, you’ll want to set up your voicemail. By default, your greeting is a generic “Your call is being answered by Avaya IP Office…” message. To personalize:

1. Press the Message button.
2. Scroll down to Greeting…, the second option on the menu.
3. Record will start recording immediately. Listen allows you to play back what you’ve recorded.
4. When you have recorded something you’re happy with, press Submit to save your greeting.

Your Old Voicemail
If you want to access voicemail messages stored on the old Nortel phone system:
1. Dial 7500 on your new phone.
2. Enter your extension followed by the # sign.
3. Enter your old voicemail password followed by the # sign. Contact Telecom if you are having trouble with this.
4. Voicemails can be deleted by typing *76. Eventually this will be shut off, so please make sure you aren’t storing any important information in your old voicemail box.

Changing Your Ringtone
The IP Office phones come with 8 different ringtones installed. To change yours from the default electronic ring to something a little more exciting:
1. Press the Home button.
2. Select Options & Settings from the list.
3. Select Screen & Sound Options.
4. Scroll through the list of ringtones. As you highlight them, they will play so you can preview how they sound. When you find one you like, press Save. This will be your ringtone from now on.