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Telecom

• Form - Telecom Service Request

NOTE: Method 1 must be setup physically from your desk phone before you leave campus. Method 2 can be done from outside the university via Internet Access.

Method 1: Physical Access to Desk Phone

On your desk phone you will see a Forward All button. Press this button and enter in the numbers 91 followed by the area code, then the rest of the number that you want your calls to forward to. As an example, the full number should look like this: 918604242424

Method 2: Remote Access to Desk Phone

Instructions for accessing the phone remotely differ depending on whether you are on campus using a computer or off campus. Bear in mind on campus does not include University Wifi. If you are on University Wifi, use the off campus instructions.

On Campus on an Eastern Wired Computer

- 1. Open a web browser and go to https://phone.easternct.edu/ucmuser/
- 2. Skip down to Logging into the Self Care Portal

Outside Access (includes University Wifi)

- 1. Open a web browser and go to <u>https://ecsu-vpn.easternct.edu</u>
- 2. Log into the VPN using your username (not the full email address) and your password.
- 3. Click Phone Self Care Portal within the Web Bookmarks area and follow the Logging into the Self Care Portal below.

Web Bookmarks	
·	
Phone Self Care Portal Cisco Unified Communications	

Logging into the Self Care Portal

1. Log into the Self Care Portal using your username (not the full email address) and your password.



2. Click Phones from the top menu if not already selected and then click Call Forwarding from the left menu.

Phones	Voicemail	IM & Availability	General Settings	Downloads	
My F Phon Call F	Phones e Settings Forwarding	My Phones Company Phones These are the phones prov	ided to you by your company. Cisco 8841 +1860465	You may set personal pre	ferences for these in Phone Settings
		Additional Phones Add other phones such as Add an additional phon you can be reached wi you are not at your de	your home office phone or pers	sonal mobile phone.	

3. Check the box next to Forward all calls to: and in the dropdown menu select Add a new number

My Phones	Call Forwarding
Phone Settings	
Call Forwarding	v
	Forward all calls to: Select or Enter a Number
	 Advanced calling rules
	Save Cancel

4. Enter the phone number you want to forward all the calls to. The format for the number being forwarded to should be 91(area code)(rest of phone #) so it looks like the example below.

My Phones Phone Settings	Call Forwarding
Call Forwarding	 Image: A set of the set of the
	Forward all calls to: 918604244224
	 Advanced calling rules
	Save Cancel

5. Click save.

NOTE! - If the above two methods aren't successful, please send an email from your Eastern email account to telephonehelp@easternct.edu

If you need to reset your voicemail PIN number from office campus use the following instructions.

- 1. Log into the VPN as described in Article 8: VPN Login for Faculty and Staff
- 2. Click on Voicemail Services in the Web Bookmarks section
- 3. Log in using your username and password (not the full email address)
- Click the Settings button at the top of the Voicemail Services page
 Click the Passwords drop down and select Change PIN
- 6. There are two Save buttons. Only one works. The top most Save button works for most people

If the top most Save button did not work or if you can't seem to log into site, please email telephonehelp@easternct.edu and IT staff can reset your PIN address other phone issues.

Webex can make voice calls to out-of-network individual phone numbers.

- Start a meeting
 Click on the button with the 3 dots
- 3. Choose invite and remind from the resulting menu

0				(Cisco Web	ex Meetings — 🗆 🗵
Eile <u>E</u> dit	<u>S</u> hare	⊻iew	Audio	<u>P</u> articipant	<u>M</u> eeting	Help Q Connected •
0						
						Ð
						Notes
				Maitin	a for	 Lock meeting
				vvarun	gioro	A Invite and remind
						Copy meeting link
						% Audio connection
						Speaker and microphone
						Connect to a device
		ø	E			

4. Select the Phone icon, fill in the phone number and * Invitee Name is optional, click Call.

In	vite & Remin	nd ×
	S	Q
Email	Phone	Remind
Invitee name:		
Phone user 1	NAM	E
Phone numbe	r:	
Call me at	an internal n	umber
+1 🗸	000 - D	00-6060
MA.		
*	Call	

Old Phones

Physically from the phone: Voicemail - Listening to Voicemail and Playback Controls

Remotely from a computer:

Log into the VPN as described in <u>Article 8: VPN Login and File Access for Faculty and Staff</u>
 Click on Voicemail Services

Welcome to the Pulse Connect Secure, easternct\shawkar.		HTHLS Access Session
Web Bookmarks	= + •	
ISE Is COOLER than you are or will ever be!	0	You don't hav
Testing - Not working yet - Enclave	0	
Voice Mail Services	0	
Phone Self Care Portal Caso Unified Communications	0	
Computer Names Browse to your own name to identify your computer name	0	
Files	≔* <u></u> ∎* _N *	
Dr. Data Cantas	Windows Files Unix Files	
and Data Center		
Terminal Session	12 T	
Launch Remote Desktop Se	asion to Hostname or IP (eg: test.device.net or 192.168.2.3)	
My PC	1= 0	

3. Log into the Voice Mail Services site using your username (not the full email address) and your password. Your voicemails will be available.

Voicemail - Sending and Replying to Voicemail

Voicemail - Changing Passwords, Greetings, and Tips

Voicemail - Options Flowchart

After installing Office 365 apps on a personally owned Mac some users get an error that says:

View Only. Your account doesn't allow editing on a Mac. To learn more, contact your admin about your Office plan

This article lists possible solutions to the issue.

First verify that you are using the proper account:

- 1. Click Use Another Account and sign in with Eastern email address and password
- 2. Alternately, click the Activate button in Word and sign in with credentials.

If that does not work, you can attempt to clear credential caches and reactivate office 2016 for the Mac:

You can attempt to clear credential caches and reactivate office 2016 for mac to see if there is any improvement.

- 1. Open finder > applications > utilities > keychain access and remove the following application passwords.
 - Unknown
 - Microsoft office identities cache 2
 - Microsoft office identities settings 2
 - search for all occurrences of adal in the keychain and remove all those entries if present.

2. Open finder > click go on the top menu bar> go to folder> input the following path: ~/library/containers/

- 3. Right-click each of the folders below if present, and then click move to trash.
 - ubf8t346g9.ms
 - ubf8t346g9.office
 - ubf8t346g9.officeosfwebhost

If that doesn't work the last option is to try uninstalling office 2016 for mac completely then re-install and re-activating office 2016.