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## Telecom

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Forwarding University Calls from Desk Phones and

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 https://ecsu-vpn.easternct.edu
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.

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

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.

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).
4. Click the Settings button at the top of the Voicemail Services page.
5. 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.
Use Webex to Make Phone Calls

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

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

4. Select the Phone icon, fill in the phone number and * Invitee Name is optional, click Call.
Voicemail - Listening to Voicemail and Playback Controls

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

Remotely from a computer:

1. Log into the VPN as described in Article 8: VPN Login and File Access for Faculty and Staff.
2. Click on Voicemail Services.

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 - Changing Passwords, Greetings, and Tips

- Voicemail - Changing Passwords, Greetings, and Tips