

MAK VOIP USER GUIDE

(Makerere Voice over IP Guide)

Mak Voip User guide

Version 1

First edition: December 16th 2011

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Overview

About this guide

MAK Voip user guide shows you how to operate and troubleshoot your VOIP phone. MAK Voip is a communication system composed of mainly hard phones that use Makerere University's LAN network for communication.

Feedback

Please direct any comments or feedback about this document to helpme@dicts.mak.ac.ug

Getting help

Contact DICTS helpdesk at helpme@dicts.mak.ac.ug or 11111 (VOIP)

First Steps

Learn about features specific to your phone (Link to Grandstream GXP280 manual)

Quick start guide

Placing calls

Overview

Placing calls using MAKvoip is the same as with other ordinary telephones

Dialing instructions

The basic dialing instructions are:

- To place calls within your college, dial the five digit extension (Your two digit college extension code + the 3 digit extension of the person you are calling) or the three digit extension (the three digit extension of the person you are calling) For example, for the Network Manager DICTS to call the Director DICTS, they can dial 11100 or 100
- For calls outside your college, dial the five digit extension only, that is the two digit extension code of the college where recipient resides and their three digit extension. For example for the Vice Chancellor to call the Director DICTS, they have to dial 11100 only

Ways to start a call

There are several ways to start a call:

- Pick up the handset, dial a number and press the Send button
- Dial first, pick up the handset
- Use the directory on your phone by pressing the down button just under the menu button, scrolling to the contact name to dial and pressing send
- **REDIAL:** To redial the last dialed phone number.

When redialing, the phone will use the same SIP account as was used for the last call.

Take Handset/SPEAKER/Headset off-hook or
press an available LINE key (activates speakerphone), the corresponding LED will be red.

Press the SEND button

Adjusting Volume

Press the up or down button near the menu button to increase or decrease your volume during a call

Answering and Directing incoming calls

Answering a call

When you receive a call, the phone will ring and the display will show you information about the incoming call.

You can pick the call on handset or speakerphone or headset

To answer with handset:

Pick up the handset, you will then be connected to the call

To answer with speakerphone

Press the speakerphone button



To end a phonecall

Put down on the headset on the hook

Press the *End Call soft key*

Deciding not to answer a call

If you do not want to answer a call:

- Press the Reject soft key option

Putting a call on Hold

- To put a call on hold, press the **Hold** button
- The display screen will indicate that the call on Line 1 is on hold.

To retrieve your call

- press the **Hold** button again and the display screen will indicate your call on Line 1 is Talking

Transferring a call

There are several ways to transfer the call:

- A *warm* transfer: you send the call after consulting with third party
- A *cold* transfer: you send the call directly without consulting third party

To perform a warm transfer:

- While on the call, press *2
- You have six seconds to dial the extension to which you want to transfer the call, therefore dial the third party extension
- Thereafter, you can consult with the third party to which you want to transfer the call
- In case you want to complete the transfer, hung up your call to the third party, hung up to complete the transfer.
- Where you would not want to continue the transfer, dial *0 to disconnect the third party.

To perform a cold transfer:

- While on the call, press the transfer button on your phone. The caller will be put on hold with music in the background.
- Dial the number you would like to transfer the call to and press the send button. Thereafter you can end the call

Basic Voicemail functions

Overview

You will be prompted to leave a voicemail message under the following circumstances:

- When an extension is busy
- When an extension is not available

Retrieving messages

To retrieve a message, dial 700 and follow the voice prompts to:

- Enter your mailbox password, here please enter your voip extension
- Read new messages
- Read old messages
- Delete messages
- Change your voicemail password

It is advisable to change your voicemail password from the default password (which is your voip extension) to a password of your choice. To change your voicemail password, dial 700 and follow the prompts.

Guidelines to changing your voicemail password

- Do not use your extension as your password
- Do not use anything that identifies you (Social security number, office)
- Do not repeat the same digits e.g 11111
- Do not use predictable number sequences e.g 12345

Prompts and commands

While in the main menu

1- New message

2- Change options

3- Advanced options

0- Mailbox option

*- help

#- Exit

While listening to mailbox options

1- Record unavailable message

2- Record your busy message

3- Record your name

4- Manage temporary greeting

5- Record your password

*- Return to main menu

Phone Features

- Do not Disturb
- Call Forwarding
- Contact Directory
- Conference calls

Do not Disturb (DND)

The Do not Disturb function stops any incoming calls from ringing on your phone. Those who try to call you will be diverted to Voicemail.

To activate Do not Disturb, press the **MUTE** button on your phone once. To deactivate it, press the **MUTE** button again

Call forwarding

You can set up call forwarding on your phone to divert calls to another extension.

To activate call forwarding, press the **Forward** soft Key, you will then be prompted for the extension to which to forward calls. Enter the extension number

To deactivate call forwarding, press the **cancel forward** soft Key on your phone

Contact directory

Your MAKvoip phone gives you quick access to all the extension numbers and users of MAKvoip

To access the voip directory, do any of the following:

- Press the down arrow just below the menu button on your MAKvoip phone until you reach the extension you need to call, then press SEND
- Press MENU, scroll down to Phone Book and look for the extension you wish to call then press SEND

Conference calling

The Mak Voip system can perform three way conference calling

To create a conference call, do the following:

- Dial the first party's number
- When the first party answers, press the CONF button on your hard phone
- Dial the second party's number
- When the second party answers, press the CONF button on your hard phone
- Thereafter you will be able to join the other two parties on a conference call
- To end the conference call, you can just put down your headset.

SoftPhones

For those who would like to use softphones, the recommended type is Xlite which can be downloaded from <http://www.counterpath.com/x-lite-download.html>

Thereafter, contact the System administrator to let him know of your intention to have your softphone configured. The system administrator should then inform and liase with DICTS

Troubleshooting

Some of the common issues experienced while using the Makerere VOIP can include:

– **Phone not registered:** One can tell the phone is not registered if on lifting the headset, the display shows NOT REGISTERED below the user's display name. You should check that:

- a) You have your Lan cable connected in the phone and the lan wall outlet
- b) Verify with your neighbors whether they have network access as it could be that your network is having issues
- c) If all the above is fine, report the issue to your System Administrator

- **Headset not working**

Check to make sure that the headset is well connected onto your phone by looking at the coiled cables

Inform your system admin about the issue in case your headset is fitted well into the phone.

- **404 not found:** This error is shown on your display screen when you dial an extension that does not exist at all, please verify your extension