VoIP at CSU - Frequently asked questions and options

Instructions for your individual phone:
1. Open http://telecom.colostate.edu and click on “VOIP” in the top menu navigation. Select “Quick Guides & Downloads” on the right hand side of the page and then choose your phone type.
2. More general information for using your VoIP phone is at http://www.telecom.colostate.edu/VOIPPhoneHelp.aspx

Phone customization and options:
1. Visit http://myphone.colostate.edu and login using you’re elD. Use this website to edit:
   • call forwarding
   • call schedules (forwarding at defined time periods)
   • ring time before going to voicemail (or forwarded to another number)

MyPhone help and instructional video - http://www.telecom.colostate.edu/MyPhone.aspx

Voicemail Options:
1. Use the campus Microsoft Exchange voicemail system (there is a $3 monthly charge for this service)
   • submit a service order for this at https://wsnet.colostate.edu/cwis24/telecomweb/serviceorders/Default.aspx
   • change the ring time before going to voicemail at http://myphone.colostate.edu in "Call Forwarding" options
2. Forward your phone to a personal cell phone and use the voicemail that comes with your cell phone package. Enter your cell phone number with 8 + area code (e.g. 8-970-123-4567) at http://myphone.colostate.edu in "Call Forwarding" options. NOTE: you can not forward to a long distance number.
3. Create a Google Voice account and forward your phone to that account and use this for voicemail.
   • This method is free, although Google does collect usage statistics like they do with your searches, etc.. You will also need to dial into this service to check messages.
   • visit http://support.google.com/voice/ for more information

Hint: If you don't want to use any form of voicemail, but want to prevent callers from hearing the “This phone is not set up for voicemail” message, then change the call forwarding number of seconds to 60. That should deter anyone from thinking there is a voicemail box connected to the phone.

If you still have questions or need help, please contact Telecommunications by dialing “0” from on campus, or 970-491-1111 from off campus.

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