Accommodation Services

Cisco 7911 IP Phone
Quick Reference Guide

PIN :-

Please memorise your PIN or keep this copy in a safe place. If another student uses your PIN the calls will be charged to your account.

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Further Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Ringer/Message Waiting Indicator</td>
<td>This indicates an incoming call or voicemail for the user</td>
</tr>
<tr>
<td>2.</td>
<td>LCD Screen</td>
<td>The screen contains the Time, Date, Extension number and full external dial number of the handset</td>
</tr>
<tr>
<td>3.</td>
<td>Softkey Buttons</td>
<td>Buttons which directly relate to the “soft” buttons found directly above on the LCD screen</td>
</tr>
<tr>
<td>4.</td>
<td>Navigation button</td>
<td>Toggle this up and down to navigate menu items such as Directories, etc.</td>
</tr>
<tr>
<td>5.</td>
<td>Applications menu Button</td>
<td>Displays the Applications menu that provides access to a voice message system, phone logs and directories, settings, services, and help</td>
</tr>
<tr>
<td>6.</td>
<td>Keypad</td>
<td>Allows the user to dial phone numbers, enter letters and select menu items</td>
</tr>
<tr>
<td>7.</td>
<td>Hold Button</td>
<td>Allows the user to place a call on hold</td>
</tr>
<tr>
<td>8.</td>
<td>Volume Button</td>
<td>Allows the user to change the ringer, speaker and handset volume</td>
</tr>
<tr>
<td>9.</td>
<td>Handset</td>
<td>Used for two way communication for phone conversations</td>
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</tbody>
</table>

**Telephone Dialling Prefixes & External Calls:**

Telephone numbers are prefixed (start with) +61 2 for international external calls to Australian land lines. A prefix is the first 2 numbers and an extension is the last 6 numbers. All UOW student residence extensions have the prefix 42. Eg. Extension 391234, External Number = 42 391234.

If dialing UOW’s 4 digit extensions (non residence), please follow the prefix table below:

**Prefix for 4-digit extensions**

<table>
<thead>
<tr>
<th>Extension begins with</th>
<th>Prefix</th>
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<th>Prefix</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/4/5</td>
<td>4221</td>
<td>80 through 81</td>
<td>42 21</td>
</tr>
<tr>
<td>74</td>
<td>9310 8 (7 replaced with 8)</td>
<td>85 through 89</td>
<td>42 52</td>
</tr>
<tr>
<td>78</td>
<td>4448 0 (7 replaced with 0)</td>
<td>82 through 84</td>
<td>42 213351</td>
</tr>
</tbody>
</table>

Eg. Extension 3351, Internal Extension Number 213351, External Number = 42 213351.
**Place a Call**

- **Typical Method**
  1. Pick up hand set
  2. Dial number (0 prior to any outbound call)
     i. For overseas calls dial the IDD access code (0011), country code, area code & then the telephone number
     ii. For pre-paid telephone calling cards follow the instructions on the back.
  3. The message “Enter authorization code” will appear on-screen. Enter your unique student phone PIN followed by a #.

- **Hands Free Method**
  1. Depress the **New Call** softkey button
  2. Dial number (0 prior to any outbound call)
  3. Depress the **Dial** softkey button
  4. The message “Enter authorization code” will appear on-screen. Enter your unique student phone PIN followed by a #.
  5. Pick up handset upon connection.

- **Place a call on hold - (Hold Button)**
  1. While on a phone call, you may depress the **Hold** button (button 7 in the diagram) to place a call on hold; it will become lit in red.
  2. Turn return to the held call simply depress the button once more.

- **Redial**
  1. While the phone is in idle state or the handset has been picked up to begin dialling, depress the **Redial** softkey button

- **MCT – Malicious Call Identification**
  1. During a phone conversation, Select the **MCT** softkey button
  2. This will flag the call and send the alert immediately
  3. Since the call will be investigated, the user should follow up with a call to ITS EX 3000.
  4. **NOTE:** This feature should only be used in genuine circumstances such as:
     - Harassment calls
     - Threatening calls
     - Obscene calls
  5. Once the key is pressed it will tag the current call and send an immediate alert to the system administrators.
  6. The University will be obliged to investigate all calls that are indicated as Malicious using this feature.
  7. In some cases, the University may also be obliged to contact relevant legal authorities.

**Pay your Telephone Account Online**

   Select > “Pay Fees Online” or pay at your residence reception office.
2. To access your account information you require the following
   a. Student Number
   b. PIN number

**Check your Credit Balance**

1. Dial Ex **5935** and follow the voice prompts.

**Emergencies**

1. Dial **000**
   (Not available during a power failure).
2. Dial University Security on Ex 4900

**Telephone Condition & Cost**

The VOIP telephone within your room is an expensive item of equipment and it will need to be present and in good working order at the end of your residential contract. If it is not, you will be invoiced for a replacement cost of $165.00.

**IMPORTANT WARNING THE PHONE WILL NOT OPERATE IN AN EVENT OF POWER FAILURE. PLEASE CONTACT YOUR NEAREST RECEPTION OFFICE.**