

Quick Start Information

Your new phone is ready for use :

Monday, July 2, 2012

TD NOC Help Desk Days: July 2-3, 2012

Voicemail Service (optional)

If you are using the voicemail service for the first time, login using the DEFAULT PASSCODE "7884377" and one of the following access options. On initial login, the system will prompt you to enter a new passcode. Please note passcodes must be 6 or more characters in length.

Voicemail Access:

To access your personal Voice Portal from your phone, press "Voicemail".

- To access your personal Voice Portal from outside the Aastra System, dial (848) 932 or 445 – XXXX (XXXX = the last four digits of your phone number.) or dial the University portal at (848) 932 –1400.

Voicemail Passcode Resets:

The privacy of your voicemail is important to us. Only **you** can request your password be reset. To ensure your identity, password changes should be requested using the following process. Requests are processed by the TD NOC.

- Using any web browser, go to <https://hdrti.rutgers.edu/voice>.
- Enter your netid and password then click "Login".
- Click the down arrow for Request Category "University VoIP Services".
- Click the down arrow for Request Type "Reset Voicemail Password".
- Enter your 10 digit phone number and any additional information in the description box.
- Click Submit.

Dialing & Receiving Calls

- **Direct Inward Dialing (DID)** will now be available for your phone. Your direct dial numbers will be (848) 932 or 445 – XXXX (XXXX = the last four digits of your phone number.) Calls **from** the "732" area code numbers on campus (i.e. current Centrex numbers or systems on Centrex) will require full 10 digit dialing using the "848" area code.
- **On Campus** dialing: Five (5) digit dialing is available for **on campus** dialing in the new system.
- **Off Campus** dialing: Dial "81" followed by the 10 digit telephone number.

Phone Directory

- **Rutgers People Search:** You must update your Rutgers Personal Contact Information phone number to reflect the new 848 area code and any change in telephone phone numbers or extension numbers. Use the following link to update your Rutgers Personal Contact Information: <http://search.rutgers.edu/changes.html>. Access the RIAS HR Self Service Application to update contact information.
- **Aastra Phone Directory:** A directory of system users is available via the "Directory" button of your Aastra phone. Update your RIAS HR Self Service "Work" phone number entry to reflect what you would like displayed in the Aastra Phone Directory.

E911 Service

- For emergency calls, dial **911** on your phone.
- Relocating a phone to an alternate jack will disrupt e911 services and may disable phone services for the extension. Contact the TD NOC for assistance with phone moves.

Disconnects

- Disconnect/Re-Provisioning Services: Please make deactivation, re-provisioning, forwarding, or new greeting arrangements for previous phone numbers.
- Verizon Centrex lines will be disconnected in 30 days.
- Telecommunications Division (TD) will remove your old phone.
- **FAX** and **Credit Card** lines are not affected.

Additional Resources & Support

Please contact your local **Database Coordinator** or the **TDNOC** for assistance with new VoIP Services.

- VoIP Project Information: <http://voip.td.rutgers.edu/>
- Training and Documentation: <http://voip.td.rutgers.edu/orientation/>
- Phone User Guides and Quick Reference Materials: <http://www.td.rutgers.edu/docs/voip/>

Support Contact Information

TD NOC (TD Network Operations Center)
Phone : 848-445-7541
Email : voice@rutgers.edu
Web : www.td.rutgers.edu/noc/support