



VoIP

From Centrex to VoIP at UW–Madison

Desktop Phone Users Checklist

For Cisco 7841, Cisco 8831, Cisco 8851 model phones



CHECK THE EQUIPMENT TO VERIFY THAT YOUR PHONE WAS SET UP CORRECTLY


- ☒ **Check to make sure your name is correctly displayed on the screen**
- ☐ **Check for a dial tone on your new phone**

If there is not a dial tone, check the connection to your phone and check the connection to the wall data jack.

If the issue is still not resolved, see the *"Where to find help?"* section below.



START RECEIVING MESSAGES SETUP YOUR NEW VOIP VOICEMAIL

- ☐ **Dial 262-2500**
or
- ☐ **Press the Messages button** 
- ☐ **Enter the default PIN**
343842

When creating a new pin you must use at least five-digits.

If you share a phone with another person(s) contact your migration partner for voicemail setup options.



CHECK THE EQUIPMENT TO VERIFY THAT YOUR PHONE IS WORKING

- ☐ **Test your phone using the new dialing pattern.**
Campus calls: Dial seven-digit number
Local calls: Dial 1+seven-digit number
Long distance/toll free: 1+1+ten-digit number
Emergency: 911

See more Cisco VoIP dialing patterns at go.wisc.edu/CiscoDialing
- ☐ **Place your OLD phone in the designated area for SWAP**

Get Help

Additional VoIP help resources

DURING YOUR TRANSITION DATE

Someone from the VoIP Team will be on-site on your transition date to help you.

AFTER YOUR TRANSITION DATE

If your transition date has passed, contact the DoIT Help Desk.

Call
608.264.4357

Email
help@doit.wisc.edu

Chat or walk in
it.wisc.edu/help

ADDITIONAL INFORMATION

See all of the VoIP Knowledgebase help documents at go.wisc.edu/VoIPHelp

Discover more features for your desktop phone at
go.wisc.edu/7841UserGuide
go.wisc.edu/8831UserGuide
go.wisc.edu/8851UserGuide
cisco.com > support