



# VoIP

From Centrex to VoIP at UW–Madison

## Headset Users Checklist

For Jabra 500, Jabra Evolve 65, Jabra Evolve 80, Jabra Pro 930 model headsets



### CHECK THE EQUIPMENT TO VERIFY THAT YOUR HEADSET WAS SET UP CORRECTLY

- ☒ **Plug your headset into a USB port and log into your Jabber client**
- ☐ **Review the Jabber Client Overview**  
[kb.wisc.edu/72533](http://kb.wisc.edu/72533)



### START RECEIVING MESSAGES SETUP YOUR NEW VOIP VOICEMAIL

- ☐ **Open the Cisco Jabber app on your computer**
- ☐ **Enter your NetID@wisc.edu**
- ☐ **Dial 262-2500**
- ☐ **Enter your ID**  
*This is the last seven-digits of your ten-digit phone number.*
- ☐ **Enter the default PIN 343842**  
*When creating a new pin you must use at least five-digits.*



### CHECK THE EQUIPMENT TO VERIFY THAT YOUR HEADSET IS WORKS

- ☐ **Test your headset 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](http://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](mailto:help@doit.wisc.edu)

**Chat or walk in**  
[it.wisc.edu/help](http://it.wisc.edu/help)

### ADDITIONAL INFORMATION

See all of the VoIP Knowledgebase help documents at [go.wisc.edu/VoIPHelp](http://go.wisc.edu/VoIPHelp)