

# VoIP Question and Answers

**Q1. What does the acronym “VoIP” stand for?**

A1. Voice over Internet Protocol.

**Q2. What is the main advantage to using the Cisco VoIP phones?**

A2. Cost savings over time.

**Q3. Who do I contact when I’m having Cisco VoIP phone problems?**

A3. Accountability and Information Technology Systems (AITS) – (510)231-1125

**Q4. How can I tell what my extension is?**

A4. Your phone’s 5 digit extension will be visible in the upper right corner of the phone’s display window.

**Q5. From my VoIP phone, how do I call another VoIP phone?**

A5. Pick up the phone and dial the desired 5 digit extension.

**Q6. How do I dial a phone outside the VoIP system?**

A6. Dial 9 and then the number.

**Q7. Can I dial 911 Emergency using the VoIP phones?**

A7. Yes, it is possible to reach an Emergency Operator by dialing 911 or 9911.

**Q8. What should I do if I accidentally dial 911?**

A7. You should stay on the line and let the operator know that it was a mistake.

**Q9. Can I call long distance or use directory assistance?**

A9. All phones have the ability to call the Bay Area prefixes and 1-800 numbers. Office phones can call long distance and directory assistance.

**Q10. Can I unplug my phone and move it to a new location?**

A10. You should call AITS and request to have your phone moved. It may not work at the new location.

**Q11. How do I transfer a call to another VoIP phone?**

A11. Press the “Transfer” softkey button, key in the extension of the person you want to Transfer to, and press the “Transfer” softkey button again.

**Q12. How Do I get into my voicemail box for the first time?**

A12. Press the “Messages” button and key in the password “12345#”.

**Q13. Can I listen to my voicemail from home?**

A13. Yes, dial the main number of your site and press the “\*” key at the greeting. You will be prompted for your extension and password.

**Q14. What does it mean when my phone reports that it is in “CM Fallback Mode”?**

A14. It means that your phone is operating in a backup capacity and you should be able to make outgoing calls. You will need to have one person, from the site, make a call to AITS and report that the phones are in this mode.