



Mobility User Guide

Michigan State University Avaya Campus PBX



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Getting Started

You must submit a service request to have your campus telephone number configured for the EC500 feature. The softphone app, Avaya IX Workplace, as well as voicemail can be upgraded by the user or via a service request.

To submit a service request:

1. In your browser navigate to the IT Service Desk Self Service Portal
2. click on **Request A Service, Telecom Services Category, Telephone, Update a phone**
3. In the EC500 section select Activate
4. Fill in your cell number and then click submit at the top of the page.

To add the softphone app or upgrade your voicemail box

1. Access the web page by going to <https://www.telecom.msu.edu/sso>
2. Once logged in choose either Softphone Options to add the ability to use Avaya IX Workplace or Voicemail to upgrade your mailbox.



EC500

EC 500 (Extension to Cellular) is an available feature for Avaya telephone users. EC500 allows you to integrate your cell phone with your Avaya Campus PBX number. With this feature you can answer calls to your campus telephone number on your cell phone and transfer them between your desk phone and cell phone without interrupting the call. EC500 allows users to receive work-related calls wherever they are and whenever they need to.

Using EC500 at your Campus desk telephone

After your campus telephone number has been configured for the Avaya EC500 feature two new feature buttons will be available on your phone.

The **EC500** and **Extend Call** feature buttons may appear on the 2nd or 3rd display screen of your phone. These feature buttons will help you manage your EC500 feature.

When you are in the office just press the **EC500** button to turn the feature on and then press it again to turn it off. Depending on your Avaya phone model, the feature button will show an indicator ◀ or a light when the feature is turned on and you may also have an icon on the top left corner of your main phone screen when the feature is on.

- If you've answered an **EC500** call to your campus number using your cell phone and you want to move it to your desk phone, you can just pick up the handset and press the active line on your desk phone. Once you are talking through the desk phone handset you can hang up your cell phone without losing the call.
- If you answer a call at your desk but then need to transfer it to your cell you can press the **Extend-Call** feature button and wait a few seconds for your cell phone to ring. When you answer the call on your cell phone you can hang up the desk phone without losing the call.
- Your cell phone number is now associated in the Avaya system with your campus telephone number. Even when you have EC500 turned off any time you call a campus telephone number from your cell phone the caller-id will display as your desk phone number. Calls to non-campus numbers will display your cell phone caller-id as usual.

Please be aware that when you have the EC500 feature turned on the Avaya system actually makes a call to your cell phone each time you receive a call to your office number and there are local or long distance usage charges incurred for each call.



Managing EC500 remotely

Using the cell phone number associated with your EC500 feature you can dial an access number to enable and disable your feature

EC500 ON

Dial **517-884-1993**, listen for the confirmation tone and hang up

EC500 OFF

Dial **517-884-1992**, listen for the confirmation tone and hang up

Additional Remote Access Numbers

You can manage other features available on your phone by dialing the following access numbers from the cell phone number associated with your EC500 feature

Send-All-Calls (sends caller directly to your voice mail)

Send-Calls ON

Dial **517-884-1990**, listen for the confirmation tone and hang up.

Send-Calls OFF

Dial **517-884-1989**, listen for the confirmation tone and hang up.

Call-Forwarding (allows you to forward your calls to another number)

Call Forwarding ON

Dial **517-884-1997**

1. Wait for dial tone, then enter the number you wish to forward to. Be sure to dial 8 before the number for off campus locations.
2. Listen for a confirmation tone and hang up

Call Forwarding OFF

Dial **517-884-1998**, listen for the confirmation tone and hang up.

Campus Voice Mail Retrieval

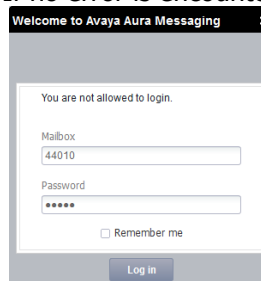
When you have EC500 configured for your campus telephone number you can follow these steps to retrieve voice mail remotely:

You can also access your voicemail box via a web-based tool.

1. Dial **517-432-0000** from the cell phone associated with your EC500 feature.
2. Enter your passcode when prompted.
3. Follow the prompts to playback and delete messages in your mailbox

You can also access your voicemail box via a web-based tool to customize settings and access messages for Messaging. You will have to have the proper settings in your mailbox for this to work.

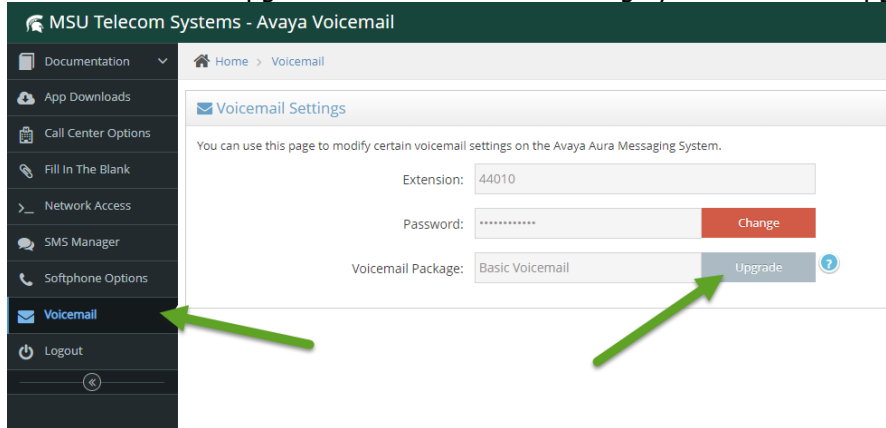
1. Access the web page by going to <https://www.telecom.msu.edu/vm>
2. Enter your extension and voicemail password. (last 5 digits of your extension only)
3. If you are presented with the below error stating, "You are not allowed to login", you can upgrade your mailbox at no charge. If no error is encountered skip to step 10.



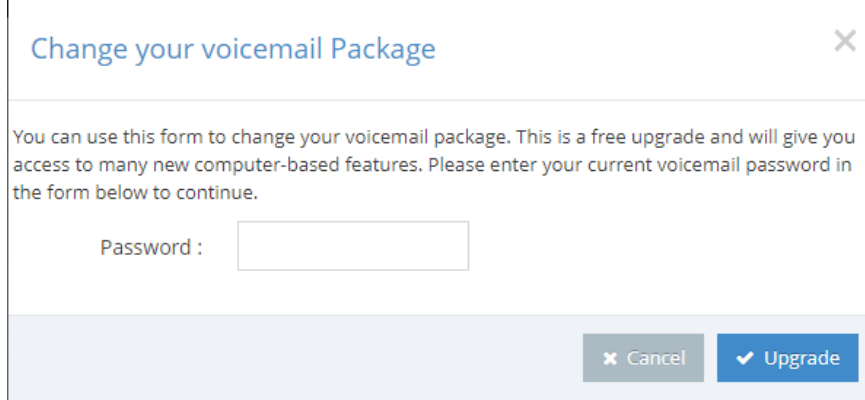
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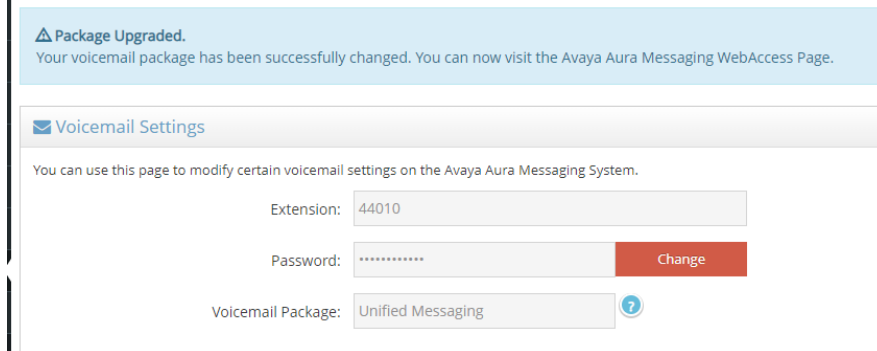
4. Access our Self-Service Portal by going to <https://telecom.msu.edu/sso>
5. Log in using your MSU Net ID and Password.
6. On the left-hand column click on Voicemail.
7. You can then click Upgrade as shown below to change your mailbox to upgrade it.



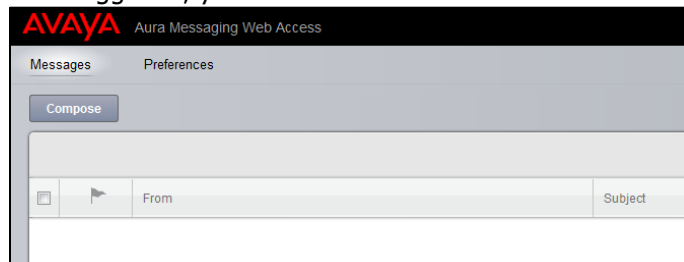
8. Enter your current voicemail password and click Upgrade.



9. If successful you will be presented with the following. (please be patient as it will take up to two minutes to update).

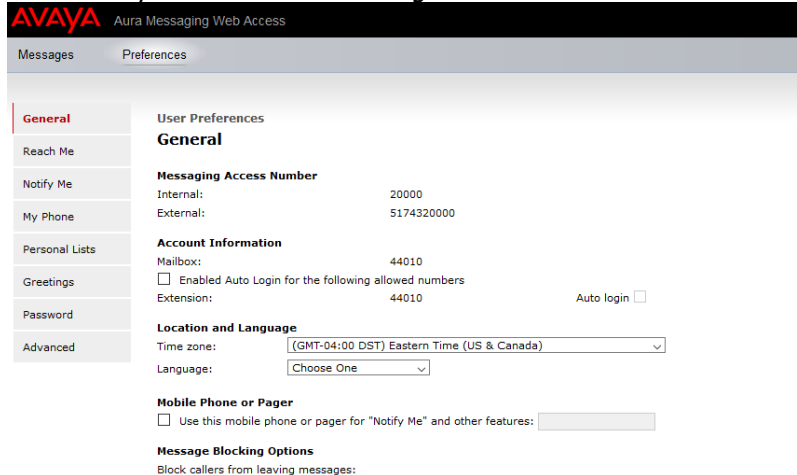


10. Once logged in, your screen will look similar to the below images.





11. From here you can listen to Messages or select Preferences to modify any part of your mailbox.

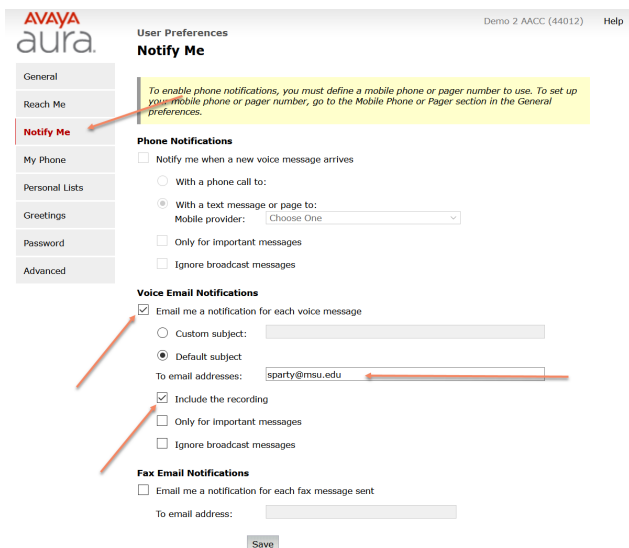


12. Choose from any option listed in the left-hand column.

Enabling Voicemail to Email Forwarding

Users that have Unified Messaging enabled can have voicemails left to their mailbox forwarded to an email account. This will allow them to listen to their messages anywhere they already get their email.

1. Follow steps in the previous section (step 1-11)
2. Click on the "Notify Me" tab
3. Click the "Email me a notification for each voicemail", fill out the email address and click the "Include the recording".
4. Save the form.





Softphone App

1. You can download the Avaya IX Workplace soft phone app from your app store or for PC or MAC devices you can download from our Self Service Portal, <https://www.telecom.msu.edu/sso>.
2. After installing the software use your MSU email address to download the settings and click Next.

AVAYA IX™
workplace

Enter your email address ⓘ

Email sparty@msu.edu ⓘ

NEXT Cancel

3. After the settings have downloaded and configured, enter your extension and softphone password and click next.

AVAYA IX™
workplace

Enter your Phone details

Extension 47999 ⓘ

Password ⓘ

NEXT Back Skip

4. If you do not know your soft phone password, you can change it from the **Telecom Self Service Portal** page under **Softphone Options**.
5. Once logged in, a helpful tutorial is displayed to familiarize you with the new and improved features.



Contact Us

Please contact the IT Service Desk at 517-432-6200 for additional assistance. If your cell phone number or campus telephone number changes, please submit a Service Request requesting an update for your EC500 service. Additionally, you can request service by going to the IT Self Service Portal at <https://uss.itservicesdesk.msu.edu/>, clicking on Request Service, and going to the Telecom Services category. Most services can be requested by going to the "Telephone" option.