Installing Telecommuter VoIP Phone for Domestic Service

**VoIP Station Components:**

What you will need to provide:
a) Broadband Internet Service (i.e. DSL or Cable Internet)
b) Surge Protected Power Strip with at least one available outlet
c) Router (we recommend the Netgear WGT624) with at least one available Ethernet Port

Netgear WGT624
We strongly recommend that you purchase the Netgear WGT624 Wireless router for use with your UW VoIP phone. After testing a variety of routers, UW Technology engineers have determined that the Netgear router is the most compatible with UW VoIP service. You may choose to use a different router. However, if you do so and there is a problem with your VoIP service, UW Technology will only be able to provide limited assistance.

Verify Internet Connectivity

Verify Your Internet Connection Is Working
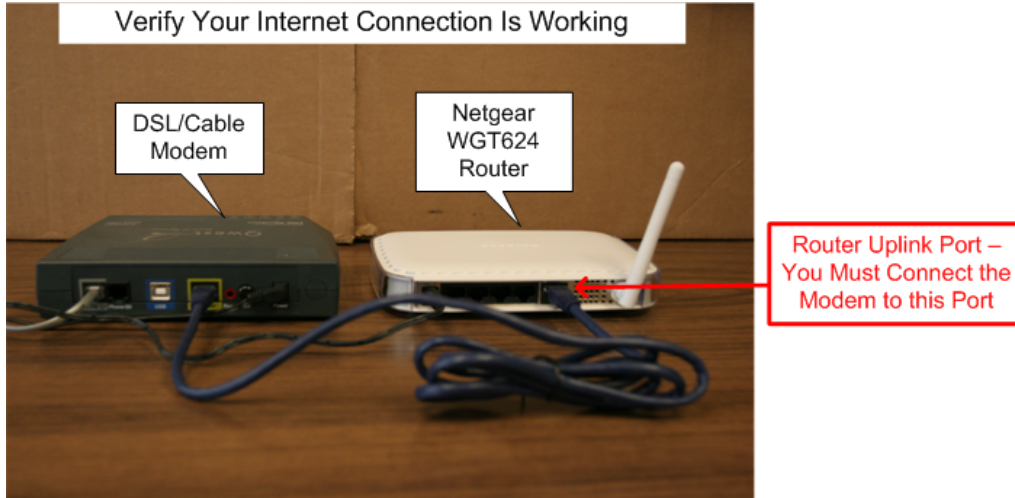
1) Make sure that you have internet connectivity through your router. The best way to confirm this is if you have a PC connected to the router (either wired or wireless). Use that PC to browse to a website you have not been to in the last 2 weeks.

2) If the website loads properly then your router has internet connectivity. If you cannot view the website, please work with your local ISP to troubleshoot your connection until it is working before proceeding with the VoIP Phone installation.

Connecting Your VoIP Phone

3) Identify the 6 Foot Light Gray Ethernet Cable. Plug one end of the cable into one of the available ports on your router (not the uplink port). Plug the other end of the cable into the Power Supply in the port marked LAN/PBX.
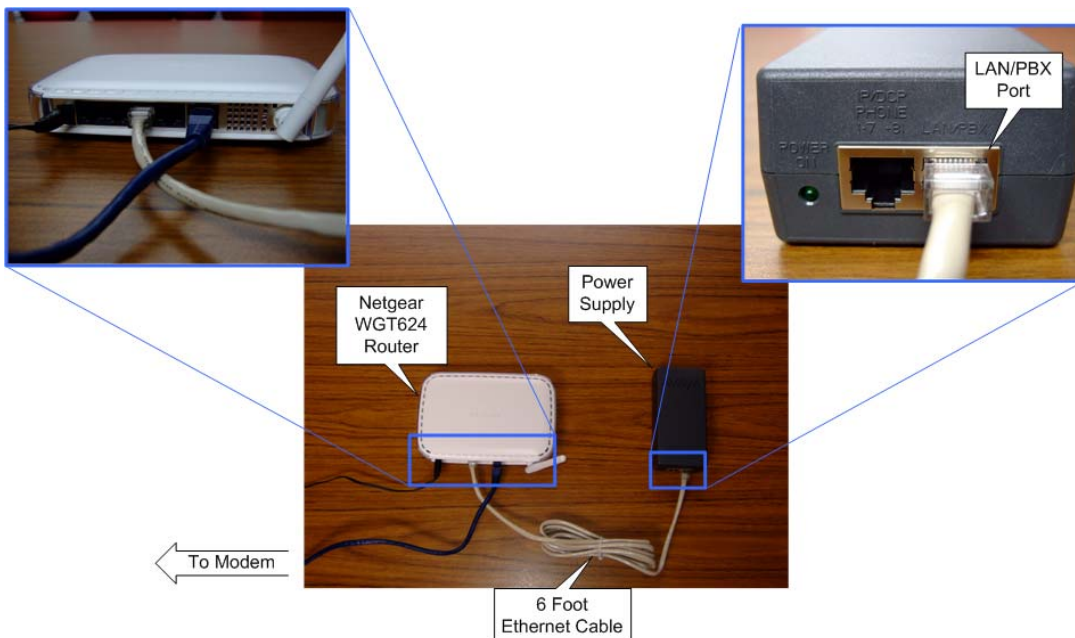
4) Find the 15 Foot Dark Gray Ethernet Cord. Plug one end of the cable into the Power Supply in the port marked IP/DCP PHONE. Plug the other end into your VoIP Phone.
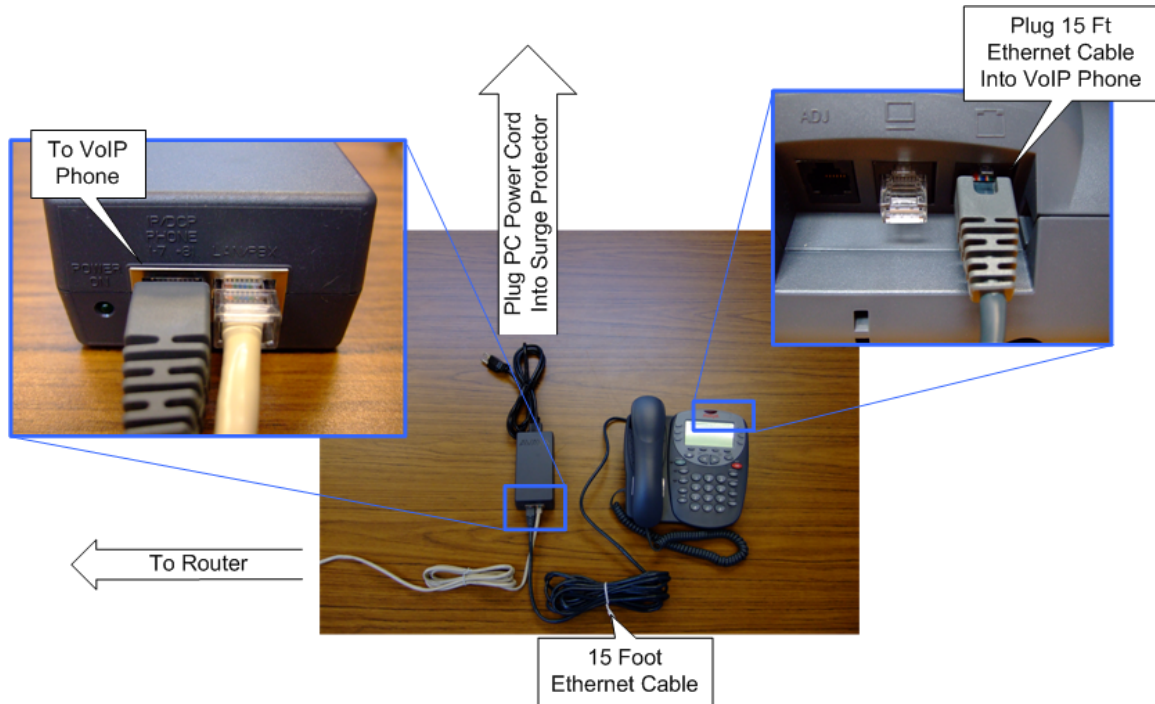
5) Plug the PC Power Cord into the back of the Power Supply. Then plug the other end of the PC Power Cord into a Surge Protected power outlet.
   WARNING: Plugging the Power Supply into a non-Surge Protected power outlet (i.e. a regular wall outlet) may result in permanent damage to the VoIP Phone.

6) The red light at the top of the phone should illuminate for a few seconds indicating the phone is powering on.

7) Once the phone has powered on, allow it to run through its bootup process. Eventually, it will log in to the PBX automatically. You will know it has successfully logged in when you see a 5 digit extension in the upper left corner and the correct date and time in the upper right corner.

Using your new Residential VoIP phone

Receiving Calls
You can now receive calls to the phone line associated with your VoIP phone. If you have an office line on campus, that number has now been associated with your VoIP Phone. This means that people can call you at your office line and you can pick up the call from home on your VoIP Phone. In addition, when calling campus from your VoIP phone, your name and office number will show up on the called party's display.

Making Calls
You can now place calls as if you were dialing from a campus phone. You can dial other UW phone numbers using their 5-digit extension or make calls to the Greater Seattle area for free by dialing 9+10-digits. To dial domestic long distance, simply dial 9+1+10-digits (or 9+011+country code+number for international long distance), then enter your UWATS code when prompted with the stutter dial tone.

Ringer Off
You may want to turn off the phone's ringer during off hours so calls to your office number do not disturb you at home in the evenings. There is a button on your phone labeled "Ringer Off". If you select that button, it should become shaded. The shading indicates that the VoIP phone will not ring. To reenable ringing, select the button again, it should become unshaded meaning that the phone will ring.

Send All Calls
When you engage the Send All Calls button on your VoIP phone, it turns on/off SAC on your office line. It works in the same way as if you had selected the SAC button on your office line. You can engage SAC on your VoIP phone, then disable it once you reach the office and vice versa.

Checking Voicemail
The red LED at the top of the phone will light when you have a voicemail message waiting for you. In order to check your messages, simply select the button labeled "Voice Mail" on the phone's display and follow the instructions to access your mailbox.

Accidentally Logging Off
The VoIP phone should automatically log you into the Campus PBX. If for some reason you get logged out, you will see a screen on your phone that says

Ext.=
#=OK New=

Enter your VoIP Station Extension below (not your office phone number) and press #.
Enter your VoIP Station Password and press #:

Your VoIP Station Extension is: _____
Your VoIP Station Password is: _____