Telecom - Telephone Issues Questions and Answers

Overview
This page has general information and answers to common questions about telephone and voicemail issues.

How do I request a new voice or data installation for my department?
Phone Jack Information.

What do I do when my phone is not working and / or is asking for a username and password?
Send and email to help@usf.edu to open up an incident for a tech to assist you with your phone.

My voicemail PIN is about to expire. How do I change it?
From the main menu enter 4 3 1.

Additional information on shortcuts and a complete voicemail reference guide are available at the link below.
Cisco Unity Voicemail - Tampa Quick Reference Guide

Why won't the voicemail PIN I chose be accepted?
There are guidelines that apply for choosing a voicemail PIN. See the guidelines listed below.

- The PIN must be at least 4 characters long.
- The PIN cannot contain your primary extension or its reverse.
- The PIN must contain at least three different digits.
- The digits cannot all be consecutive in ascending or descending order.
- A digit cannot be used more than two times consecutively.
- The PIN cannot contain repeated groups of three or more digits.
- The PIN cannot be a numeric representation of your first or last name, or the combination of your first and last names.

Note: Standard security rules apply, meaning you will be required to change your PIN from time to time.

Information on PIN guidelines and a complete voicemail reference guide are available at the link below.
Cisco Unity Voicemail - Tampa Quick Reference Guide

How do I stop my calls from going straight to voicemail?
"Send all Calls" may be enabled on your phone. Please try dialing #88. Also visit http://www.usf.edu/it/documentation/phone-models.aspx, and open the user guide for the appropriate phone model and see "Send all Calls" for instructions.

How do I configure my Voicemail or add it to my Outlook?

Why can I no longer access my voicemail?
Cisco Unity Voicemail is currently being implemented to all campus phones. If you have not yet accessed your voicemail in Cisco Unity Connection, use the following instructions.

1. From your desk phone dial 4-6000 (St. Petersburg users dial 3-1000, and Sarasota users dial 2-4500).
2. Listen and follow the voicemail instructions. The default PIN is 8731.
3. During the setup process you will be prompted to provide a new PIN.
4. Please set up an alternative contact number under Setup Options. This is the extension callers will be sent to when pressing 0.

The guidelines for choosing a PIN, information on how to access your voicemail both on and off campus, as well as complete voicemail reference guide are available at the link below.
Cisco Unity Voicemail - Tampa Quick Reference Guide

Note: You have access to your messages via phone and web. Before setting up your web access, please log into your new voicemail box via your phone. You can then sign in at www.vmail.usf.edu with your NetID credentials.

For more information on Cisco Voicemail please visit www.usf.edu/it/services/cisco-voicemail-information.aspx.

How do I access my voicemail from my home phone, cell phone, or another extension?
Follow the steps listed below.
1. From a phone off campus dial (813) 974-6000. From another extension than your own dial 4-6000.
2. Once you are connected to the Cisco Unity Voicemail system press *.
3. Enter your ID (your 5 digit phone extension) and press #.
4. Enter your 4 digit PIN and press #.

Additional information on accessing voicemail and a complete voicemail reference guide are available at the link below.

Cisco Unity Voicemail - Tampa Quick Reference Guide

Why do I get emails about deleted voicemail messages?
Choosing the option to delete voicemail messages in the Cisco Unity voicemail system doesn't immediately delete the messages. Instead, it notes that you marked the messages for deletion and moves them out of your inbox. The system sends you a message two days before it permanently deletes these messages.

Can I turn these messages off?
These messages cannot be disabled.

How can I stop getting these messages?
Permanently deleting your old voicemail messages prevents the system from sending notifications. You can permanently delete your voicemail messages by accessing your voicemail through your telephone or through the https://vmail.usf.edu website.

From your telephone:
1. From the main menu, press 3 to review old messages.
2. Press 3 to review deleted messages.
3. Press 2 to delete messages permanently.

From the website:
1. On the main page, click the Deleted button.
2. Click the Empty deleted items button.

How do I complete billable service requests for data / phone services?
Please scan and email a completed and signed service request form to help@usf.edu. Access service request forms here - > Service Request Forms. Make sure the chartfields and authorized signature are included. For further assistance, please contact your Voice and Data Communications Specialist. Their contact information is located in the color coded campus map at www.usf.edu/it/documents/vdcs-map.pdf.

How do I obtain a phone log?
All records requests need to be directed to the General Counsel Office at 813-974-2131.

How do I get a new handset cord or a longer phone cord?
Send an email to help@usf.edu explaining your need and provide your phone's extension, your building name (or initials), and your room number.

What are the monthly recurring charges, call rate information, and cost analysis regarding services?
View the recurring rates and cost analysis for a department's phone system.

- Telephone Monthly Recurring Charges
- Cost Analysis
- Call Rate Information