VoIP Beta-Test Self-Provisioning
Important Notice:

The Self-Provisioning Beta-test site is currently under development. Please be advised that you may experience disruptions, glitches, and other feature defects during the continued development and testing of this Self-Provisioning tool. The current Self-Provisioning features, functionality, and usages offered by CTS may change or be discontinued without notice.

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5. Features:
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   - Program Speed Dial soft keys
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   - Activate/Deactivate Call Forwarding
   - Enable/Disable Call Waiting
   - Modify Ring Settings
   - Modify Line Label
6. Conclusion
What is Self-Provisioning?

The Self-Provisioning tool allows VoIP telephone users to configure personal telephone preferences and features from the internet.

What do I use Self-Provisioning for?

With Self-Provisioning, VoIP telephone users will be able to program their Speed Dial soft key, populate their Personal Directory, view Music on Hold feature, enable/disable Call Waiting, edit their Caller ID and Line Label, activate Call Forward, and modify their Ring Settings.
By the end of this training section, you will be able to:

- Log on and off the Self Provisioning web site
- Register your telephone
- View the Music on Hold options
- Populate your Personal Directory
- Program Speed Dial soft keys
- Change the Caller ID display
- Activate/Deactivate Call Forwarding
- Enable/Disable Call Waiting
- Modify Ring Settings
- Modify Line Label
To login to the VoIP Self-Provisioning tool, please visit http://voip.cts.ucla.edu from any web-browser and click on the “LOGIN” hyperlink located in the center of the screen in the yellow box.

To obtain access to the VoIP Self-Provisioning tool you must obtain a BOL account. Enter your Bruin Online username in the “Login ID:” field, password in the “Password:” field, and click the Sign-In button.
To log out of the Self-Provisioning tool, click the “Logout” button located in the upper left hand corner of the screen.
VoIP users must register their telephone to be able to use the Self-Provisioning features. Click on the “Add new phone” hyperlink located in the upper right hand corner of the screen.
Once the “Add new phone” button is clicked, a pop-up window will appear.

Enter your 10-digit telephone number, with no spaces or dashes, into the second field labeled, “If this is a previously-activated phone…”

Click on the “Continue” button.
Once the “Continue” button is clicked, a new screen in the pop-up window will display. The telephone number you inputted into the previous screen displays in the first paragraph. Please ensure this is the correct telephone number.

Make note of the 5-digit code located in the third paragraph.

Do NOT click the “Continue” hyperlink yet.
On the actual VoIP telephone, click the Services button.

Scroll down to “Tools” using the up/down toggle key and press on the “Select” soft key.

Scroll down to “Identify This Phone” and press the “Select” soft key.

Use the number pad to enter the 5-digit code and press the “Submit” soft key when finished.
Once the 5-digit code number has been entered, and the “Submit” soft key has been pressed on the VoIP telephone, you may click on the “Continue” hyperlink.
Once the “Continue” hyperlink is clicked, a confirmation screen in the pop-up window will display. Click the “Continue” hyperlink.

A new screen will appear. Click the “Continue” hyperlink again after reviewing the initial set-up information.
Once the “Continue” button is clicked, the pop up window will close and you will be returned to the main Self-Provisioning window.

Your telephone extension and label appear under the “Select a phone“ field and you are now able to use the Self-Provisioning features covered in the next section.

Important Notice: The telephone numbers used in this training are for training purposes only, if you have questions about registering your VoIP telephone, please call extension 114.

Also, CTS would like to hear your feedback on this Beta-Test Self-Provisioning tool. Please write to voipfeedback@cts.ucla.edu for any suggestions or comments.
5. Features

The Self-Provisioning tool is divided into two sections.

The first section, labeled “Select a phone,” allows you to program features for the individual telephone.

The second section, labeled “Select a Number,” allows you to program features specific to a phone line.
**Music On Hold** – The Music On Hold feature enables the VoIP telephone to play music when a caller is placed on Hold. Click the “Change” button to view this setting.

Once the “Change” Button is clicked, a pop-up window will appear. Music on Hold is currently turned on for all VoIP telephones. Options in this drop down list are potential future options. Click the “Update” hyperlink to return to the main screen.
Music On Hold –

For instructions on how to use the Hold key, please refer to page 4 in the VoIP User Guide located at www.cts.ucla.edu.
Personal Directory – The Personal Directory allows you to store up to 99 telephone numbers. To add, delete, or modify entries, click on the “Change” hyperlink.
**Personal Directory** – Once the Personal Directory’s “Change” Button is clicked a pop-up window will appear.

To add a new entry, use the Description text-field to enter in the name, as you would like it to appear in your phone book. Use the Number text-field to enter the telephone number of the entry. Click the “ <-- Add New” hyperlink to save the entry. Please ensure to follow proper UCLA dialing instructions.

To delete an entry, click on the check box, to the right of the entry you wish to remove, and click on the “Remove Selected” hyperlink.

To Modify an entry, you must delete the entry then retype the entry.

The Personal Directory allows you to store up to 99 telephone numbers. Numbers are assigned an index code of 1 to 99. Use the Update Order column to enter the number that corresponds to the order you want to appear on the telephone. Number 1 is the very first entry and 99 is the last. You do not have to use exact numerical sequence. Click on the “Update Order” hyperlink to save your new order.
Personal Directory –

For instructions on how to access and use the Personal Directory, please refer to page 15 in the VoIP User Guide located at www.cts.ucla.edu.

For UCLA Dialing Instructions, refer to page 8 in the VoIP User Guide.
5. Features

Speed Dial - Each speed dial button allows one-touch memory dialing for a campus or non-campus number. Click the “Speed Dials” hyperlink to program your VoIP’s speed dial.

Programming information appears on the screen to the left of the speed dial button.
**Speed Dial** – Once the “Speed Dials” Button is clicked a pop-up window will appear.

In the “**Label**” text-field, enter the text that you would like to appear as the label of the Speed Dial soft key. In the “**5 digits**…” text-field, enter the telephone number to the right of the Label that you would like programmed for that label. Please remember to follow proper UCLA dialing instructions when entering the telephone number. Click on the “**Update**” hyperlink to save changes.
Speed Dialing –


For UCLA Dialing Instructions, refer to page 8 in the VoIP User Guide.
Select a Number: If your telephone has multiple phone numbers associated with it, use the drop down menu to select the line that you would like to configure.
5. Features

**Caller ID** – The Caller ID setting will allow you to change the name that appears on a receiving telephone’s caller id when you place the call. Click on the “**Change**” hyperlink.
5. Features

Caller ID – Once the “Change” Button is clicked a pop-up window will appear.

Type your desired Caller ID display name in the text field labeled “New Caller ID Name:” Click on the “Update” hyperlink to save change.
Call Forwarding – The Call Forward feature can be activated and deactivated through the Self-Provisioning tool. Click on the “Change” hyperlink.
5. Features

**Call Forwarding** – Once the “Change” Button is clicked, a pop-up window will appear.

Call Forward All will redirect all incoming calls to a designated telephone number or Voice-Mail.

Call Forward Busy will redirect calls to a designated number or Voice-Mail in lieu of receiving a busy signal.

Call Forward No Answer will redirect calls to a designated number or Voice-Mail if the call is not answered.

To activate Call Forward to a specific telephone number, click on the **Number** button that corresponds to the type of Call Forward you would like to activate. Enter in the call forward telephone number in the next field. Please use proper UCLA dialing instructions. To activate Call Forward to Voicemail, click on the **Voice-Mail** button that corresponds to the type of Call Forward you would like to activate. Click the “Update” hyperlink to save changes.

To deactivate Call Forwarding, click on the **Number** button next to the type of Call Forward you would like to deactivate and delete all text in the text-field. Click the “Update” hyperlink to save changes.
5. Features

Call Forward –

Once call forward is activated, your telephone will visually indicate to you that the feature is active.

Call Forward can also be activated and deactivated directly from the telephone. Refer to page 12 in the VoIP User Guide located at www.cts.ucla.edu.
5. Features

Call Waiting – The Self-Provisioning tool allows VoIP users to enable or disable the Call Waiting feature. Click the “Change” hyperlink.

Once the “Change” Button is clicked, a pop-up window appears. Use the drop down menu to select On or Off. On will enable call waiting and Off will disable call waiting. Click the “Update” hyperlink to save changes.
Ring Settings – The Self-Provisioning tool enables VoIP users to edit two ring preferences: when the phone is idle and when there is Call Waiting. Click the “Change” hyperlink.

Once the “Change” Button is clicked, a pop-up window appears. Use the drop down menu to select your ring preference for normal calls and call waiting. Click the “Update” hyperlink to save your changes.
5. Features

Line Label – The Self-Provisioning tool enables VoIP users to edit how their primary line will be displayed on their own telephone. Click the “Change” hyperlink.

Once the “Change” Button is clicked, a pop-up window appears. Enter the text in the text-box that you wish to display on your telephone for your primary line. Click the “Update” hyperlink to save your changes.
5. Features

To apply any new settings to your telephone, click on the “Apply Settings to My Phone” button located at the bottom of the web browser.
Thank you for taking your time to review this orientation of the Beta-Testing Self-Provisioning tool. You should now be able to program your speed Dial soft key, populate your Personal Directory, enable/disable Call Waiting, edit your Call ID and Line Label, activate Call Forward, view your Music on Hold options, and modify your ring settings.

For additional assistance, please contact the CTS Training Center at training@cts.ucla.edu or 58168.

CTS would like to hear your feedback on this Beta-Test Self-Provisioning tool. Please write to voipfeedback@cts.ucla.edu for any suggestions or comments.

The VoIP User Guide is located at www.cts.ucla.edu and is based on the current Beta-Testing VoIP Telephone features.