

Phone System Information

NOTE: This document was updated on **August 18, 2020**, to include new information about checking voicemail remotely, using Bria Client (mobile client 893-number), using Google Voice (mobile client 893-number), and to add a mobile client comparison chart at the end of this document.

Forward Office Extension - Call Forward All Calls

This feature allows the user to redirect all incoming calls to another station within the system: to Voice Mail, or to an off-campus number. You may update the destination number as often as you like.

To activate Call Forward All Calls:

1. Lift the handset or depress the Speaker key.
2. Dial *72. You will hear an interrupted or "stutter" dial tone.
3. Dial the number to which calls will be forwarded.
 - o To forward to another station in the system, dial that station's extension.
 - o If the line already has voicemail, calls will go to voicemail on no answer or busy.
 - o To forward to an off-campus or cellular telephone number in the 805 area code, dial 9 plus the seven-digit telephone number.
 - o To forward to an off-campus or cellular telephone number outside the 805 area code, dial 91 plus the ten-digit telephone number.
4. Listen for a confirmation tone.
5. Hang up.

To cancel Call Forward All Calls:

1. Lift the handset or depress the Speaker key.
2. Dial *73. You will hear a confirmation tone.
3. Hang up.

NOTES:

- Any applicable charges for forwarding to an off-campus number, including long distance, will be incurred by the station which initiates the forward for the duration of all forwarded telephone calls in progress.
- Change the forwarding phone voice mail from default to custom to not recite the individual's number (personal cell phone number).

- Hiding your personal phone number visibility when returning a call, dial *67 and then the phone number. Some cellular services have an option to permanently block/hide your phone number. NOTE: there may be an additional cost - refer to your cellular plan for details.

Forward Office Extension - Call Forward All Calls OFF-CAMPUS PROCEDURE

If you are unable to change the forwarding on the phone instrument itself, please use the following link to the "Telephones & Cable TV Question" to open a service request in ServiceNow.

- https://ucsb.service-now.com/it?id=it_sc_cat_item&sys_id=7774fb49db4aaf0025057b5b8c961906
- This will bring up the following screen:

The screenshot shows a web browser window displaying the ServiceNow interface. The URL in the address bar is https://ucsb.service-now.com/it?id=it_sc_cat_item&sys_id=7774fb49db4aaf0025057b5b8c961906. The page title is "UC SANTA BARBARA IT Services". The breadcrumb navigation shows: Home > Information Technology Services > Communications Services > Telephones and Cable TV > Telephones & Cable TV Question. The main content area contains a form with the following fields and options:

- A question: "Ask a question to campus Communication Services about telephone and cable TV service, billing, etc."
- A required field: "Are you submitting this ticket on behalf of someone else?" with a dropdown menu set to "No".
- A note: "If this case is being submitted on behalf of another, select the user in the Requested For field. For any user not found in the drop-down list, submit the case for yourself and add the user's email to the Watch List on the resulting ticket."
- A "Service to Manage" section with three radio button options: "Cable TV", "Telephones & Telephone Lines", and "Telephone Features".
- A "Description" field with a text area and a placeholder: "Describe your request in further detail."
- A "Service Number" field with a text area and a placeholder: "example: Telephone Extension x1234".
- An "Add attachments" link.
- An "Order Now" button.

- Please select Telephones & Telephone Lines under "Service to Manage".
- Description: Forward campus line to the following number: (805) xxx-xxxx.
- Service Number: Your campus line (the one you want forwarded.)
- **For security issues, please only make requests for your own phone line.**
- Communication Services will typically have this change done in 1 business day.

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- If you are an MSO or Department Chair and need to make a bulk request, please use the same process only for people within your own department. You can make the description above a list of campus phones with corresponding off-campus numbers.

Voice Mail Alert - Voice Mail Message Waiting Email Notification Service

Communications Services voicemail customers have a new option in voicemail: Message Waiting Indicator Email notifications (MWI Email). MWI Email sends you an email notification when new messages are left in your UCSB voicemail box. This service is available to all UCSB voicemail customers, but is especially useful for those who need to check their UCSB voicemail from off campus, or for customers who do not have the telephone equipment that supports the MWI light.

Customers who [subscribe to the MWI Email service](#) can choose the voicemail box(es) they want monitored,* the email address(es) to which they want notifications sent, and the preferred message format. Available formats include a short [SMS-type message](#) that is suitable for notices sent to cell phones and other mobile devices.

There will be no charges to customers for sending notifications through the MWI Email service. If you have the notifications sent to your cell phone, your cellular carrier's rates for receipt of those notifications will apply.

*Child mailbox users note: MWI emails are sent if a message is left in any child mailbox of the subscribed voicemail box. Child mailboxes cannot be subscribed to independently.

How to Subscribe

Your UCSBNetID and password are all you need to subscribe using our online tool:

[VoiceMail Message Waiting Email Notification Service.](#)

Once you've signed up, you'll receive an email asking you to confirm your subscription. This email contains a link that you will need to click in order to activate your service.

Return to the online tool at any time to manage, update, or delete subscriptions you entered.

Related Information

- [VoiceMail for Faculty and Staff](#)

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- [Single-Line Telephone with Message Waiting Light](#)
- [Message Waiting Light for Panasonic Multi-Line Digital Systems](#)

Voice Mail – How to Remotely Check for Voice Mail Messages

- Dial 805-893-8800
- Enter your 4-digit extension then press *
- Enter your passcode

One Extension Multiple Users - Multi-Line Client (MLC) Softphone (e.g. main office/lobby extension line)

The MLC is available for the PC/Win, Mac, iOS and Android platforms. The MLC client will require a campus VPN (ie Pulse VPN) that connects to the campus 128.111.x.x network.

The MLC licenses are provisioned per activated extension. A softphone PC client and a softphone mobile client registered with the same extension are considered one license.

Administrator rights on the computer are required to install the MLC softphone client.

Here is a link to a 10-minute MLC demo, <https://youtu.be/o2TyfkdGPc>

How to proceed with getting MLC:

Department

Submit a ServiceNow ticket -->

Communication Services

Ticket is sent to customer relations, work order gets written up, Communication Services will work on provision the services --->

Department

Communications will contact the Department to coordinate to install and provide the website with the Username & Password.

NOTES:

- One-time charge of \$125 (\$85 IP license + \$40 software license)
- Monthly charges: roughly \$14 a month
- Requires campus VPN
- Only one extension can be logged into at any one time, but another employee who takes over that shift could then login to the MLC with the same extension.
- Best practice: when an employee is done, sign off and exit the phone client for the next employee to log in.

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Bria Client

Bria Client is a mobile client and is the fastest and quickest way to get someone on mobile. Porting is not needed. It is a nice option for customers who work remotely or need their campus telephone number on their iPhone or Android smartphone without having to give out their personal cellphone number.

- One-time charge of \$85 (setup + license)
- Monthly charges: roughly \$20 a month
- Mobile client for iOS and Android
- No VPN client required
- Uses cellular service; no web browser

Google Voice

893-number

Google Voice is available via both mobile client (iOS/Android) and in a web browser. Communication Services would need to go through the porting process which may take 15-20 days to move the number. It is a slow process. At the moment, it is difficult to know when the porting is completed therefore there may be a window where call behavior may be delayed.

- Provision the number to a specific individual

NOTE:

- Cautionary: At the moment, it is difficult to know when porting is completed. Therefore there may be a window where call behavior may be delayed (may take 15-20 days).
- If you have a personal Google Voice, you would need to toggle between your personal or business Google Voice number. The client would only be able to use one account at a time.

Non-893 number

Google Voice is available via both mobile client (iOS/Android) and in a web browser. The expectation is that it will be a temporary number for COVID-19 response.

- Provision the number to a specific individual

NOTE:

- This is a temporary number for COVID-19 response. These numbers may be recalled and cancelled after COVID-19 is resolved.
- If you have a personal Google Voice, you would need to toggle between your personal or business Google Voice number. The client would only be able to use one account at a time.

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MC550 Client

The NEC MC550 softphone mobile client is cellular based and works better when roaming. Roaming is not an issue as long as there is cellular coverage. Moving calls to and from a VoIP Dterm desk phone to the MC550 client works very quickly. Automobile hands-free Bluetooth features also work well with this client. The MC550 client is a nice option for customers who work remotely or need their campus telephone number on their iPhone or Android smartphone without having to give out their personal cellphone number.

- Mobile client for iOS and Android
- No VPN client required
- Uses cellular service
- Calls to the campus extension will be sent to the cell phone number(s) assigned to as designated in the contact rules
- To place calls using the MC550 client, your existing analog or digital extension will need to be converted to VoIP. If you just plan on receiving calls and using the status up to change forwarding, then we can use a non-VoIP extension
- Calls in progress may be moved instantaneously from the MC550 or the VoIP deskphone
- MC550 allows you to spoof the outbound callerID (in other words, the call appears to originate from your 893 number)
- MC550 client is only needed to place outbound call as your business extension or when changing your status to affect the specified contact rules.

Key Comparison (Google Voice/Bria/MC550)

	Google Voice (non-893)	Google Voice (893-)	Bria Client (893-)	MC550 Client (893-)
893-Number	-	✓	✓	✓
Processing Time	Quick	Slow - can take 15-20 days	Fastest way to get someone on mobile	Quick
Mobile client (iOS/Android)	✓	✓	✓	✓
Web Browser	✓	✓	-	can cooperate with an NEC VoIP deskphone
Network Connectivity	IP connectivity	IP connectivity	IP connectivity	Cellular minutes

This is assessed on a case-by-case scenario.