

Telephone

VoIP (Voice over IP) – Telephone Solution

Documentation for VOIP Phones

Millersville Specific Documentation	Generic Manufacturer Documentation
MU Getting Started Guide	Quickstart
Voicemail Tips	Phone Operation
Voicemail Map	Phone Preferences
Phone Number Changes	Call History
6 Button Label Template	Personal and Corporate Directory
12 Button Label Template	Full NEC Documentation
911 Notice	Call Center Phone Documentation
	Aastra Phone Feature Codes

Frequently Asked Questions

- How do I change my voicemail greeting?
- How do I set an additional, or extended absence, voicemail greeting?
- How do I change an existing password on the new voicemail system?
- How do I get information, such as date and time, about a voicemail?
- How do I delete a voicemail message without listening to the whole thing?
- How do I program a BLF/Speed Dial/additional line button?
- How do I pick up a BLF/Speed Dial/additional line?
- How does a hot desk or shared phone work?
- How do I set up Teleconferences at Millersville?
- How do I access voicemail from off campus?

Changes with New Telephone System

Using 8 to dial an outside line – With the new telephone system, the University now dials an 8 to get an outside line instead of . This change was made to help reduce the number of accidental 911 calls.

Street Address when calling 911 – When calling 911, county dispatch will see the street address of the person making the call. But due to the size of our buildings, people will need to describe their location within the building.

Utilizing only the 871 extension – To minimize confusion on the 871 or 872 extension and reduce the number of phone numbers assigned to MU, we have reassigned all 872-XXXX and 871-2XXX to 871-4XXX, 871-5XXX and 871-7XXX numbers.

10-digit dialing off campus – When making an off-campus telephone call, you will need to dial the entire number including the area code. Lancaster County is one of the last counties in PA to make this switch.

Phones capabilities per person - Phones will be assigned to conference rooms and individuals rather than a location. Now that cell phones are so popular and provide mobility to all locations, we are focusing on providing individuals with telephones rather than all locations. Therefore, we will be removing telephones from computer labs, classrooms, break rooms, etc.



Help Desk

Help Desk Contact Info

Location:
Boyer
Building



Phone: 717-871-7777

Email: help@millersville.edu

Classroom Hotline: 717-871-7820

Hours:
Call Center

- Fall/Spring Semesters:
 - M-Th 7:00am - 7:00pm EST
 - F 7:00am - 5:00pm EST
- Summer Sessions:
 - M-F 7:00am - 5:00pm EST

Walk-in TAC

Technical Assistance Center - access via W. Frederick Street side of building

- Fall/Spring Semesters:
 - M-Th 8:00am - 7:00pm, F 8:00am - 5:00pm EST
- Winter/Summer Sessions:
 - M-F 8:00am - 5:00pm EST

***Emergency Notification
: MU Alert System***