



**Maine Office of Information Technology**  
Voice over Internet Protocol (VoIP) Phone  
*Quick Set-Up Guide*



**If you are reading this guide, then your agency-liaison is being dropped-shipped new Avaya Voice over Internet Protocol (VoIP) phones!**

- This will replace and upgrade your existing, Centrex-Phone.
- *Please note:* Your phone number and extension are not changing.

**Before you Proceed:**

- You should review any existing voicemails you have on your old Centrex phone. These will **NOT** be ported over to the new phone.
- Please ensure you've saved any work on your PC; Disconnecting the cable in step 2.2 below, will momentarily break your internet-connectivity including access to network drives.



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**1. Please unpack your new phone:**

**1.1.** A White, Cat5, Ethernet cord should also be provided to you (separately) at the same time.

**2. Locate your existing Local Area Network (LAN) cable (typically blue).**

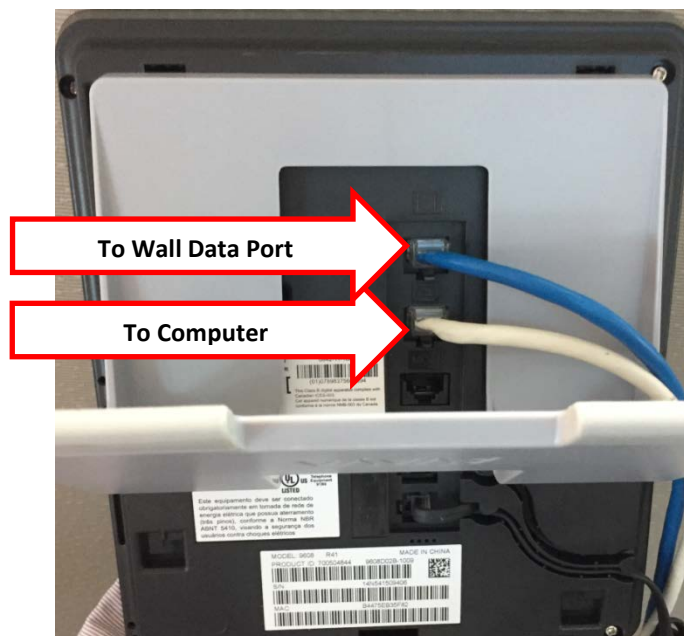
**2.1.** This LAN cord should currently be plugged into your laptop, docking station, or desktop.

**2.2.** Please remove the blue LAN cord from your PC and plug it into the data port of your new phone as shown below.

*2.2.1. Plugging in this line will energize the phone; you should see it start booting-up.*

**2.3.** Please plug your new, white cord, into the second phone port as shown below.

**2.4.** Please plug the other end of this white cord into your PC (i.e. the port that the Blue LAN cord was plugged into previously).



**3. Programming the phone:**

**3.1.** Once phone is connected and it is booted up it will display a prompt for the phone-extension.

**3.2.** Please check with your on-site, telephony-liaison, if you have any questions about your number. *Reminder:* Your phone number and extension are not changing.

**3.3.** Enter your phone's five-digit extension.

*3.3.1. (Example: 71234)*

**3.4.** The display next prompts for a password (same as extension)

*3.4.1. (Example: 71234)*

**4. Your Centrex Phone and New VoIP phone will co-exist for a few days.**



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- 4.1. OIT will place an after-hours (after 5pm) service order with FairPoint to port-over your number.
  - 4.1.1. Until this work is finished, your Centrex will continue to be your primary phone.
  - 4.1.2. During this interim-state, your new phone will be able to place outbound calls but will **NOT** receive any incoming calls.
  - 4.1.3. Your Telephony Liaison will let you know once your new VoIP phone is active.
    - 4.1.3.1. An easy way to validate that your new phone is active is to call it from an outside line (*non-SoM landline*) such as your cellphone.



### Setting up your **NEW** voice mailbox greeting for the first time:

- You will need to initially set-up your new voicemail box.
- Press the Message Button on your phone (it has a picture of an envelope on it)
  - Enter the temporary password of 1 1 0 0 1 1 followed by the pound-key (#).
  - The system will force you create a new password:
    - This password **must be** at least 6 digits long;
    - It **cannot** be all consecutive digits;
    - It **cannot** be a single digit repeated 6 times; and
    - It **cannot** contain your extension number.
- Until you record a new greeting, the automated-system-default will remain active.
  - (i.e. The automated system trying its best to pronounce your name.)
- Press 3, then 1, then 1, to record, and activate your personal greeting.
- To record your name on the voicemail box, press 5, and then 5 again.
- **Congratulations!** *Your new Avaya voicemail is ready to use!*



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### **Additional Training Materials and Videos:**

- OIT created Features and Functionality Video that demonstrates the use of each button:
  - <https://www.youtube.com/watch?v=w79elzAF-D4>
- Voicemail FAQ/Features Quick-Reference-Sheet:
  -  **Aura Messaging 6.3  
Audix Quick Ref.pdf**
- Avaya 9608 Phone FAQ/Features Quick-Reference-Sheet:
  -  **9608 IP Telephone Quick  
Reference Guide.pdf**
- Reviewed the training materials/videos? Still have questions? Please contact us!
  - [OIT.Customer-Support@maine.gov](mailto:OIT.Customer-Support@maine.gov); or **207-624-7700**