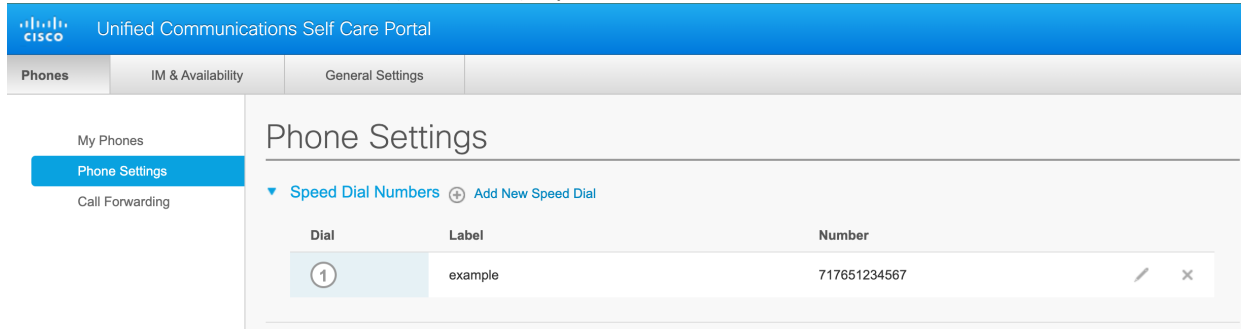


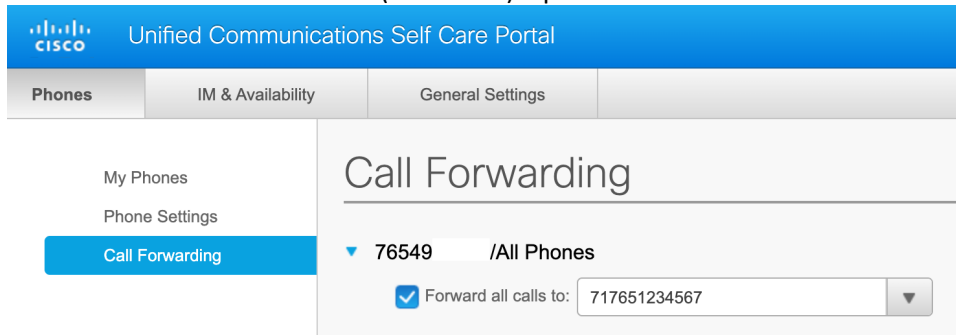
How to Fix Speed Dials and Call Forwarding

Log into the Self Care Portal (must use VPN if off campus): myphone.voip.purdue.edu. If they don't have access to their phone via the portal, a ticket will need created.

- If Speed Dials aren't working:
 - Click on "Phone Settings" on the left side of the screen
 - Click "Speed Dial Numbers"
 - Edit any line that does not follow the new dialing plan. Must be:
 - 7 + 1 + (area code) + phone number



- If Call Forwarding isn't working:
 - Click on "Call Forwarding" on the left side of the screen
 - If "Forward all calls to:" is checked with a phone number listed, ensure the number is following the new dialing plan. Must be:
 - 7 + 1 + (area code) + phone number



- All other dialing plans are staying the same. Only one changing is for local calls. See dialing plan below:

Description	Dialing Plan
Emergency Dial	911
Purdue Extension	5 digit extension (4xxxx, 5xxxx, or 6xxxx)
Local Calls	7 + 1 + (area code) XXX-XXXX
Toll Free	7 + 1 + (area code) XXX-XXXX
Long Distance (University Official business only)	7 + 1 + (area code) XXX-XXXX
International (University Official Business only)	7 + 011 + (country code) local number
FTS	24 + (area code) XXX-XXXX