

What will change?

The following features may vary from the previous telephone system.

Redialing

When you press redial, the last dialed number will automatically be redialed. You can also use call lists to browse calls from the past.

Callback

If you can't reach a subscriber, you can press the callback button. A notification will appear on your telephone display as soon as the called party is available again.

Answering machine

An answering machine is available for every personal profile and can be activated in your personal ZECM portal. The answering machine is disabled by default. You can press the message key  on your telephone to access the answering machine. In addition to the voice mail on the answering machine, each message will be sent to your e-mail box as an MP3 file. If there is a message waiting, the red lamp in the handset is lit constantly. To set up call forwarding to your answering machine, press "Call forwarding" (forward all calls) followed by the message key .

Conference calls

Conferences can be held with up to four participants at the same time. You will find more information about initiating a conference call in the VoIP online information portal.

General handling of the telephone

It is not allowed to put the telephones out of order. According to the service agreement, personal call lists are only intended to be used by the corresponding user.

Contact

Technische Universität Berlin
ZECM
Einsteinufer 17
10587 Berlin

In case you encounter problems, please send an email to:

support@voip.tu-berlin.de

Online information

You will find the FAQ, general information and a documentation tool for the new telephone system at <https://www.voip.tu-berlin.de>.

VoIP hotline

A separate VoIP hotline for technical problems can be reached under +49 30 314 15015.



Voice over IP

Your new telephone



Information about your new telephone

Dear employees, this guide provides you a brief overview of the most important functions for the new telephone system and will help you to getting started with your new telephone.

Background of the project

The project to renew the telephone system of the "Technische Universität Berlin" started in 2018 by the request of the university management. The aim of the project is to replace the outdated telephone system by using the existing design of the "Freie Universität Berlin". Prior to the project, ZECM started a pilot installation involving some of their employees. After a successful testing period, the pilot operation has been transferred into operation. With the experience gained from the pilot installation and the know-how of the FU Berlin, the operational concept for the TU Berlin was evolved and implemented with the support of an external service provider. In order to verify the rollout and operational concepts, the building E was chosen for the pilot installation and has been migrated successfully. In the context of codetermination, a process description and a service agreement has been created, which were reviewed and confirmed by the Employee Committee and K3DS.

What's new?

The following features have been added to the new telephone system:

Personal telephone number

If possible, you will keep your telephone number. After the conversion it will be linked to your personal profile. This means that the number is assigned to you in person. You will also receive a personal FAX number consisting of the area code +4930314, the FAX prefix 123 and your personal number. (Example +4930314 123 45678)

Personal profile

Similar to a PC workstation, you can log on and off your telephone. By logging in with your TU account and a PIN, you can use any VoIP telephone at the "Technische Universität Berlin". After logging in, the personal profile with your telephone number, direct outward dialing rules, speed dial keys and other individual properties will be available.

TU account

Your personal TU telephone number will be linked to your TU account. With your account you can manage your telephone's settings and use other service features. The display entry for your telephone number will be generated automatically based on the data stored at the HR department. This entry cannot be customized. In order to correct your data, please contact the HR department. It is not possible to assign a personal TU telephone number without a valid TU account.

Infrastructure number

After logging off your personal profile, the telephone's infrastructure number will appear. This ensures that emergency calls and internal calls can be made at any time.

Portal integration

After being migrated to VoIP, you can take the following self-service actions in the ZECM portal, under the menu item "My Profile" choosing "VoIP Telephony":

- Display your VoIP and FAX number
- Change your PIN for logging on to the telephone and voicemail
- Switch answering machine on / off

Recent calls

Your VoIP telephone will provide you a list of the recent 200 calls. Missed calls are shown on the display and will be listed after pressing the according key. All calls can also be displayed by pressing the "All calls" softkey. Individual entries or the entire call list can be deleted on the telephone.

Directory

The TU telephone directory is available via the directories key . Your entry in the TU-wide telephone directory will be added automatically during the migration.

"Quiet mode" - Do Not Disturb

With the "Do Not Disturb" button on the telephone, the ringtone for an incoming call can be limited to a short, one-time signaling tone. You can toggle the DND mode on and off by pressing the button.

PC Connection

The telephone has a second network connection which is labeled with a computer symbol. A computer can be connected to this port in case that there is no free network socket available in your room.