



State of Ohio Next Generation Telephony Solution Voice over Internet Protocol (VoIP) system phones

1. **Question:** Am I receiving a new phone number?

Answer: No, you will keep your same phone number.

2. **Question:** Who will install my new phone?

Answer: The phones are being installed by technicians. The technicians will forward your current Centrex phone to your new VoIP phone temporarily until your phone number is ported to the new phone system, which will occur approximately within 30 days.

3. **Question:** Why do I need to forward my phone to the temporary loaner number?

Answer: Your new VoIP phone is activated with a temporary loaner number that is masked to callers. For the next 30 days or so, your old Centrex phone must be forwarded to your VoIP phone. All calls made to your number will ring on your new VoIP phone. After approximately 30 days, your current phone number will be permanently transferred to your VoIP phone. In addition, the video feature of your new VoIP phone will be enabled if it doesn't work already.

4. **Question:** I wasn't at my desk when my new phone arrived. How do I forward my Centrex number to my new VoIP phone?

Answer: On your old Centrex phone, press the **Forward** button and then dial the temporary loaner phone number, which the technician installing your new phone gave you, as follows: **9 + 1 + area code + 7-digit number**. And then press **Forward** again.

If you do not have a Forward button on your Centrex phone, dial **106** from your Centrex phone. You will hear a stutter dial tone. Dial the loaner phone number, which the technician installing your phone gave you, as follows: **9 + 1 + area code + 7-digit number**. After your VoIP phone rings, answer it and then hang up; this step will finalize the forwarding of the phone.

5. **Question:** What model of phone do I have?

Answer: Most DAS employees will receive Cisco Model 8945.



6. **Question:** What are the features of my new phone and how do I operate it?

Answer: Instructions and a video are located on the DAS website as follows:

- Instructions are located at <http://www.das.ohio.gov/Divisions/InformationTechnology/NextGenerationTelephonyService.aspx>. Under **Information and Training**, click on the **For DAS Employees Only** link.
- A 19-minute training video can be accessed from the Cincinnati Bell Training Center at <http://supportandtraining.com/stateofohio>. The user name to access the video is "**demo user**" without a space and the password is "**demo user!**" without a space. Click on the link to your phone model. Most DAS employees have Cisco Model 8945.

7. **Question:** How do I set up my voicemail?

Answer: Follow these steps:

1. Push the **Messages** button on your phone. The button looks like an envelope.
2. When the auto attendant answers, you will be prompted for a password. Your default password is **12345**.
3. You will be prompted to set up your mailbox. It is important to follow the prompts from start to finish. During this process, you will be prompted to **record your name, record a standard greeting and select a new password**.

8. **Question:** How do I access my voicemail in the new system?

Answer: There are two avenues to answer your voicemail.

- To access voicemail from your phone:
 1. Press the **Messages** button;
 2. When prompted, enter your password.
- To access your voicemail from any other phone:
 1. Dial **1 + your 10-digit phone number**.
 2. While your outgoing greeting is being played, press *****.
 3. When prompted, press **1 + your 10-digit phone number**.
 4. Enter your password.



9. **Question:** What else should I know about this new voicemail system?

Answer:

- Unlistened to voicemails are kept for 30 days and then automatically deleted;
- Messages cannot exceed five minutes in duration;
- Voicemail boxes should not be full because the saved-message capacity is quite large.

10. **Question:** To make a call within state government, do I need to dial 11 digits, such as 1.614.XXX.XXXX?

Answer: Yes, however the simplest way to call someone within state government is to use the Microsoft Lync feature's click-to-call option by clicking on the phone icon in the Outlook contact information or Global Address List or in the state phone search. The phone search is located at <http://www.ohio.gov/phonedir/query.aspx>.

11. **Question:** What other options are available for calling within state government?

Answer: Other options include the following:

- State of Ohio searchable phone directory;
- Programmable personal phone directory;
- Call History directory.

12. **Question:** How do I make a call outside of state government?

Answer: Dial 1 + area code + 7-digit number.

13. **Question:** How should I tell people to reach me?

Answer: It depends if they are calling from a Centrex phone or not.

- Centrex users must dial 9 for an outside line and then 1 + area code + 7 digit number.
- For all other callers, nothing changes.



14. **Question:** If a Centrex caller calls me using just my five-digit extension, what will happen?

Answer: The call won't connect. They likely will hear a fast busy signal or one ring tone followed by silence.

15. **Question:** What should I do with my messages on my old Centrex phone?

Answer: Voicemails on your old Centrex phone should be addressed/deleted because the voicemail systems are not merging.

16. **Question:** Will callers still be able to leave messages directly into the Centrex voicemail system?

Answer: Yes, callers still will be able to leave messages into the old Centrex voicemail system until the entire state is moved to the new system, which likely will occur before the end of the year. Therefore, you are encouraged to check your Centrex voicemail weekly in case callers have left calls directly into your voicemail. To access your Centrex voicemail remotely, call 1-614-466-6400.

17. **Question:** Because callers can still leave messages directly into the Centrex voicemail system, should I change my outgoing message in Centrex.

Answer: Yes, please update your outgoing voicemail message in Centrex by adding: "DAS has migrated to the new State of Ohio VoIP system. Instead of leaving a message here, please call me at 1-614-XXX-XXXX. Thank you."

To access your Centrex voicemail remotely, call 1-614-466-6400.

18. **Question:** Should I update my email signature block in Outlook?

Answer: Yes, please add the following to your standard signature block in Outlook: "DAS has migrated to the new State of Ohio Voice over Internet Protocol (VoIP) telephony solution. Please dial my full 11-digit phone number, 1614XXXXXXX. Thank you."

Excluding punctuation in your phone number will allow callers who already are on VoIP and have Microsoft Lync enabled to call you by clicking on the number.



For instructions to update your signature block in Outlook 2010, visit:
<http://office.microsoft.com/en-us/outlook-help/create-and-add-an-email-message-signature-HA010352514.aspx>

19. **Question:** What should I know about the video camera on my phone?

Answer: Below are some tips about the video camera.

- The video feature could be unavailable for approximately 30 days while your old Centrex number is forwarded to your new VoIP phone. After your current phone number is permanently transferred to your VoIP phone, the video feature will be enabled.
- The video will only transmit on calls among four callers. If a fifth person joins the conference, the video disappears. Also, the video only transmits to any other endpoint using this State of Ohio Next Generation Telephony Solution.
- It is important to note – there is a “Hide Video” softkey that appears during an active call. When activated, the other person can still see you. This option hides the video of the person you are speaking with so you can see your phone screen during an active call.
- Cisco model 8945 phones have Video Mute and Audio Mute buttons on the bottom left of the phone. These buttons illuminate red when in use. The camera also can be turned on and off by sliding the lens cover on the camera at the top of their phone. The white lens cover means your camera is closed.

20. **Question:** Is the video recorded?

Answer: No, the video is typically not recorded. Call centers may record the video from calls.

21. **Question:** When I place a caller on hold, what do they hear?

Answer: When you place a caller on hold, they will hear music. Therefore, if you are on a conference call and place the conference call on hold while you take another call, the conference callers will hear music.

22. **Question:** Is there anyone in my work area I could ask if I have basic questions about using my new phone?



Answer: Yes, each area has a telephony champion. The champion for your area will be announced in the message you will receive two days before the deployment of your phones.

23. **Question:** Who do I call if my phone doesn't work?

Answer: Use a co-worker's phone to contact the DAS IT Services Help Desk by dialing **1-614-728-5400** or click on the DAS Technical Support icon on your desktop.