



Welcome to the Next Generation Telephony Service (NGTS)

The following documentation allows you to become familiar with your new phone as well as the new features provided via the NGTS service.

Contact your local Telecom Coordinator or Help Desk staff for support.

To get started using your phone, review the following:

About the Porting Process

- For the week of implementation, your old phone remains on the desk as the main phone until that number is **ported**. Porting is a term used to describe moving an existing phone number, controlled/supplied by an existing telecom provider such as AT&T, to the new provider; in this case, Cincinnati Bell Technology Solutions (CBTS).
- Until a phone number is **ported**, inbound calls will continue to route (ring) to your existing phone. The NGTS VoIP Phone is only reachable from other NGTS State of Ohio users with Cisco phones. This is referred to as “on-net” since both you and the other users are on the NGTS solution/network.
- Outbound calls from the new NGTS Phone are possible to any phone number, on or off the NGTS solution. The phone number displayed on the receiver’s phone is the same as your existing phone number.

Voicemail Quick Start User Guide

1. The link below, will provide you more detailed instructions on using your phone: https://soh.sp.ohio.gov/sites/ngts/SitePages/NGTS_Users.aspx

NOTE: Five 5-digit dialing is not supported on NGTS service and all calls must use the format of (1 + area code + 7 digits) for intrastate calls.

Remember, once your number is ported, all State of Ohio users dial the 10-digit local phone number to reach the new NGTS phone. Or, use Speed Dial.

- Your default voicemail password is, “**12345**”
- If you have been told you are a cluster1 user you have access to log into the user profile website to do basic tasks to your phone and change your password via <https://myphone1.ngtsohio.com/ccmuser>
- If you have been told you are a cluster2 user you have access to log into the user profile website to do basic tasks to your phone and change your password via <https://myphone2.ngtsohio.com/ccmuser>
 - **Your Username is your full 11-digit phone number**
 - Your default Password to log into this site is “**12345**”

Once you have logged in you will see this page and the only option you should have is “user options.”

Under “user options” you will have access to:

- **Look at your specific phone/device**
 - Under “Device” you can view the phone(s) you have registered to you as well as a downloadable user guide for that selected device.
- **Change user settings**
 - Under “user settings” you can change your password and PIN numbers (requires you to enter your current password/PIN as a security gate before changing).
- **Access the directory**
 - Under “directory” you can run a search for anyone in the corporate directory to look up

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anyone on the NGTS system via the link or on the directory button via the phone.

- **Setup your own personal address book**
 - Under “personal address book” you can add and view anyone you want in your own personal address book which can be viewed online via this link or from the directory button via the phone. To add a new entry click “add new” and fill in the fields (nick name is required as that is how it will show on your phone under personal directory).
- **Change/add speed dials (fast dials)**
 - Under “fast dials” you can view all the speed dials currently on your phone (or blank if you have none programmed yet). If you want to add new ones, click the “add new” button to add new speed dials (keep in mind it has to be the full 11 digits of the phone number to work on the NGTS System).
- **Toggle your mobility settings (if enabled, by default this is off enterprise wide but can be requested to be setup)**
 - Under “mobility settings – alternate numbers” you can view all the remote devices you have setup to ring as your NGTS phone rings (not on by default but the service can be requested). This allows you to change your cell phone number, home number, remote office number, etc. to all ring when your NGTS phone number is dialed. You can customize each one independently to ring at different times of the day, day of week, or all the time.
 - The other feature under mobility settings is “allowed or blocked list.” Click the “add new” button to add a new number that you want to allow or block from being able to reach you (by default all numbers are allowed so you can list who you want to block if you want a certain number to not be able to reach you on your mobility devices).
- **View plug ins (if enabled, by default this is none enterprise wide)**

Voicemail Quick Start User Guide

<p>First Time Login for your Voicemail</p>	<p>Press the Message button on your NGTS Phone.</p> <ol style="list-style-type: none"> 1. Enter your temporary password [12345], followed by [#]. <ul style="list-style-type: none"> • <i>The First Time Login Tutorial plays. Follow the prompts to set up your mailbox.</i> <p>Work through the Tutorial and complete the Following Steps:</p> <ol style="list-style-type: none"> 1. Record your name. <ul style="list-style-type: none"> • <i>Example: "Sarah Jones."</i> <p>Record your personal greeting.</p> <ul style="list-style-type: none"> • <i>Example: "Hello, this is Sarah Jones. I am currently unavailable to take your call. Please leave a message after the tone, and I will return your call as soon as possible. Thank you."</i>
<p>Log into your Voicemail</p>	<p>To Access from Your Phone</p> <ol style="list-style-type: none"> 1. Press the Message button. 2. Enter your password, followed by [#]. <p>To Access Your Mailbox from an Off-Site Location</p> <ol style="list-style-type: none"> 1. Dial your phone number from any outside phone (cell phone, home phone, etc.). 2. Enter your 11-digit mailbox number (1+AAA-NNN-NNNN) followed by the pound sign [#]. 3. Enter your password, followed by [#].
<p>Review Messages</p>	<p>To Review Messages</p> <ol style="list-style-type: none"> 1. Login to your mailbox. 2. Press [1][1] to listen to new voice messages. <p>While listening, options are:</p> <ul style="list-style-type: none"> [1] Restart Message [2] Save Message [3] Delete Message [4] Reply to Message [5] Forward Message [6] Skip Message, Save/Restore as New [8] Pause/Resume [*] Cancel [0] Help <p>After listening, options are:</p> <ul style="list-style-type: none"> [1] Replay Message [2] Save Message [3] Delete Message [4] Reply to Message [5] Forward Message [6] Save/Restore Message [7] Rewind Message [*] Cancel [#] Save as is [0] Help
<p>Personal Greetings</p>	<p>To Record a Personal Greeting</p> <ol style="list-style-type: none"> 1. Login to your mailbox. 2. Press [4] to access User Preferences. 3. Press [1] for Greetings. 4. Choose a Greeting Type: <ul style="list-style-type: none"> • Press [1][1] for Personal Greeting. • Press [2] for Extended Absence Greeting. <p><i>Note: The Extended Absence Greeting overrides all other greetings when active.</i></p> <ul style="list-style-type: none"> • Press [3] to record your name.

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Send a Message	To Send a Message <ol style="list-style-type: none">1. Press [2] and at the prompt, record your message.2. Press [#] when finished recording.3. Address the message by doing one of the following:<ul style="list-style-type: none">• Enter a mailbox number or a personal list number.• To spell the name of a recipient or distribution list, press [#].4. After addressing the message, you may enter one of the following options.<ul style="list-style-type: none">• Press [0] for delivery options (private, important, or future delivery).• Press [6] to add additional recipients.5. Press [#] to send the message.
Shortcuts	<ul style="list-style-type: none">• Press [*] to cancel or skip back.• Press [0] to get help at anytime during a voice mail session.• Press [#] to skip something or to use the enter command.• Press [3][3][7] to delete during message playback.• Press [3][3][9] to save a message during playback.• Press [4][3][1] to re-record your personal greeting.• Press [4][3][2] to record your extended absence greeting.• Press [4][3][3] to manage your name recording.

Local Telecom Coordinators and Help Desk Reminders

1. The process is the same – call your local Telecom Coordinators or Help Desk first for the following incidences:
 - a. Phone not working, no display, no power, defective cable, etc.
 - b. LAN or WAN service – no connectivity.
 - c. Use of new features such as Call Forwarding, Speed Dial, Do Not Disturb.
 - d. Password set up or speed dial.
 - e. Call sound quality (See below).
 - f. Centrex call problems.

Volume Reminder

There is no universal pre-set for volume control. Turn up the volume on your phone during the handset call.

For More Information

Email questions to AskNGTS@Cbts.net.

For more information refer to the NGTS State website

at: https://soh.sp.ohio.gov/sites/ngts/SitePages/W_elcome%20Page.aspx

Operational Support

Once you have ported over to NGTS you and your employees will of course will have incidents that need resolved. These could be name changes, removals or added features. CBTS has a helpdesk specifically for these issues.

A specified person from your organization usually telecom coordinator or designate can send in the issue to incidentsngts@cbts.net. The email needs to include all relevant information in order to work the ticket. They will receive a response back from the CBTS ticketing system letting them know the ticket number as well as the Service Level at which it will be worked. All Severities are defined via the contract starting on page 17. Most standard changes are a Severity 4.

Severity	Response Time	Repair Time	Full Repair Time	Limited Location
Severity 1	15 minutes	4 Hours*	6 hours*	
Severity 2	30 Minutes	8 hours*	8 hours*	
Severity 3	30 Minutes	1 business days*	1 business day*	
Severity 4	1 Hour	2 business days*	2 business days*	
Severity SR1	30 Minutes	2 business days*	2 business days*	

If issues occur after hours that are detrimental to the agency (all phones are down, main line is down, feature across agency is not functioning) we also provide a 24x7x365 for Severity 0, 1 and 2.

For Sev1 and Sev2 tickets, Call 16147636200. Once the message starts you can hit 1 for the primary on call Engineer. If the engineer does not pick up the phone, you may leave a message. If you do not receive a call back within 15 minutes you can call the same number and hit option 2, this will send your call to the escalation engineer. If the engineer does not pick up the phone, you may leave a message. If you do not receive a call back within 15 minutes you can call the same number and hit option 7 which escalates to the Director of Ops. If this system is not functioning please call the Service Operations Manager @ 614-715-7350

It is very important that your emails let us know if the issue is of a higher priority. If this needs immediate attention please copy the Director of Operations on the ticket email thomas.baker@cbts.net.