Telephone and Voicemail Overview

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Agenda

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Avaya Workplace App

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Project Overview

The core components of a new the campus telephone system were implemented in early 2020. ITS is now transitioning the campus to the system in phases, with each consisting of several buildings or departments. Moving to the new system includes;

- A new telephone
- A new voicemail box
- Access to a smartphone app for placing and receiving calls

Project Timeline: Jan 2021 - June 2022

Documentation and Where to find it

Documentation on using the new system is available in the Telecommunications section of the ITS website www.smith.edu/its/tara/telephones.html

Materials Include;

- The slide deck for this presentation
- An instructional video on the new phones' features and function
- Telephone User Guide
- Voicemail step-by-step instructions and Quick reference Guide
- Avaya Workplace Mobile App Setup and User Guide

Using your New Telephone

Telephone Features and Functions

Topics covered in **Avaya Telephone Overview instructional video**

 0:04 **Review of telephone buttons and controls**
 5:48 **Connection jacks**
 6:17 Call appearances
 6:53 Incoming calls / Making an external call
 7:30 Hold
 7:54 Ways to make a call
 8:30 Transferring a call
 9:34 Call History
10:26 Conference Calls
11:33 **Changing your phone's ringtone**
12:09 **Send all calls feature**

Extension numbers are not changing and 9 is still used for calling off-campus.

Telephone Buttons and Controls

1. **Beacon LED** – flashes with incoming call and stays lit if you have voice mail
2. **Phone display** – status information
3. **Line keys** – green light indicates incoming call or feature is enabled When off-hook both green and red lights are on
4. **Softkeys** – feature keys that change actions: Hold, Transfer and Conference
5. **Navigation buttons** – arrows move direction for scrolling through various sections of the phone display and menus
6. **Phone button** – escapes out of menus and brings you back to the main phone screen
7. **OK button** – accepts the action selected
8. **Main Menu** – access to the list of options and settings
9. **Contacts**
10. **Call History**
11. **Message** – access to the voice mail system
12. **Headset** – use this button to answer and make calls if connected to a headset
13. **Speaker** – for hands-free
14. **Volume control**
15. **Mute** - lights blue when activated

Connection Jacks

The new telephones connect to the campus data network via port #2, rather than separate voice jacks. Port #3 is a 100MB data jack that can be used to provide a wired connection for a desktop computer or laptop.

1 5V DC power supply jack

2 Data / Network port

3 PC port – for computer or laptop

4 Headset jack

5 Handset jack

Changing your phones Ringtone

The new phone come with several ringtones.

Step-by-step instructions for changing your ringtone are included in the video available on the ITS website

Changing the Ringtone

1. Press the **Main Menu** button
2. Use the **Navigator** buttons
3. Scroll to **Settings**, press **Select** softkey
4. Scroll to **Audio**, press **Select**
5. Scroll to **Personalize ringing**, press **Select**
6. Select **Primary** and press **Select**
7. Scroll to a ringtone and press **Select**
   - To hear, press **Play**
   - To select as your ringtone, press **Save**

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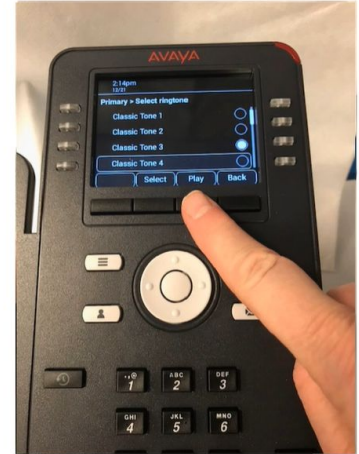
Send All Calls

When **Send All Calls** is on:

- Calls go to a predefined coverage number (typically voicemail)

- Incoming calls ring once then go to coverage number

To activate/deactivate, press **Send All Calls** key

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Key Takeaways about the new Telephones

- An instructional video and User Guide are available on the ITS website.

- Extension number are not changing and you will still dial 9 for external calls and the 4-digit extension for on-campus calls.

- The new VoIP phones connect to a datajack at the wall; there is a port underneath the phone that a computer can plug into.

- You have the ability to change your phone's ringtone

- The send-calls key sends your calls to your coverage path (typically voicemail) without ringing your phone.

Setting up & Using Voicemail

Setting up your voicemail

The system will prompt you through the setup process the first time you login. To login call 413-585-6960, press # and follow the prompts. The steps includes;

- Recording your mailbox greeting
- Recording your name prompt
- Reset your password from the system default of 2580

Instructions for setting up your new voicemail box will be emailed to you prior to your transitions to the new system, and are available the ITS Telecommunications webpage.

Voicemail - Email Integration

Once you are transitioned to the new system, you will get an audio recording of each voicemail message emailed to you as an .mp3 file that you can listen to on your computer

● Listening a message in either email or the voicemail system will turn off the message waiting on your phone

● Deleting a message in email will also delete it in the voicemail system

Additional information on the new voicemail system

- New access number: 413-585-6960; from on-campus dial x6960 or press the message button on your phone.

- Using the Extended Absence (vacation) Greeting
  (See the [ITS voicemail webpage](#) step by step instructions)
  - Record your Extended Absence Greeting
  - Change your "location" to Extended Absence *(You can select whether callers can leave a message)*
  - Restore your standard greeting, when you return

- Messages in the old voicemail system will be deleted after 90 days after an extension has been transitioned to the new system. To access a voicemail box on the old system dial 413-585-2074 and follow the login prompts.

Documentation on Using the Voicemail System

Step-by-step instructions for common functions and a Reference Guide are available on the ITS website at

https://www.smith.edu/its/tara/telephones.html

The
Avaya Workplace App

Agenda

1. What is the Avaya Workplace App
2. Documentation and where to find it
3. Installing the App
4. Using the App
   - Making calls
   - Receiving calls
   - Controls while on a call
   - Signing out / Stopping Calls from ringing on your device
5. Questions

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What is the Avaya Workplace Mobile App?
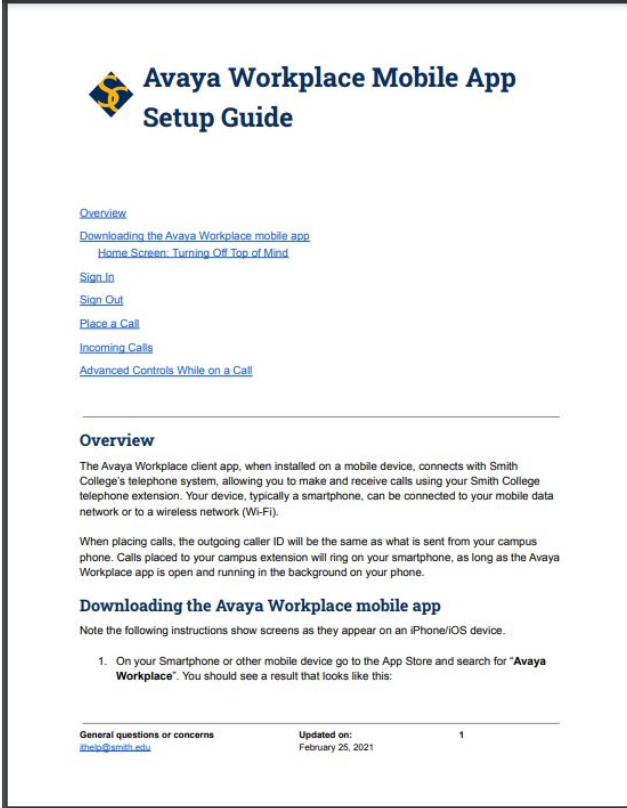
An application which can be installed on your mobile device, typically a smartphone, and allows you to place and receive calls using your campus extension.

- Calls to your campus ext can be answered on the app
- 4-Digit calling to campus phone numbers
- Calls from the app send the same Caller ID as if your campus phone
- Available once your extension is transitioned to the new system

Documentation and where to find it

Set-up guide on the ITS Telephones webpage

www.smith.edu/its/tara/telephones.html



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Installing the Avaya Workplace App
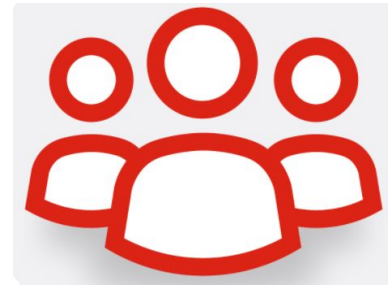
- Download the **Avaya Workplace** from the App Store for your device. *(May require login)*

- Allow Access to **Microphone** and **Notification** on iPhone <u>or</u> to **Record Audio** and **Make and Manage Phone Calls** on an Android. *All other permissions can be declined.*

- Accept the License Agreement

- Open the App and select **Configure My Account**

- Following the Prompts - Login with your Smith email, username and password.

- Accept the Emergency call Disclaimer and Skip the Tutorial.

- Select the down arrow next to Top of Mind and toggle off that screen

Toggling Off **Top of Mind** screen
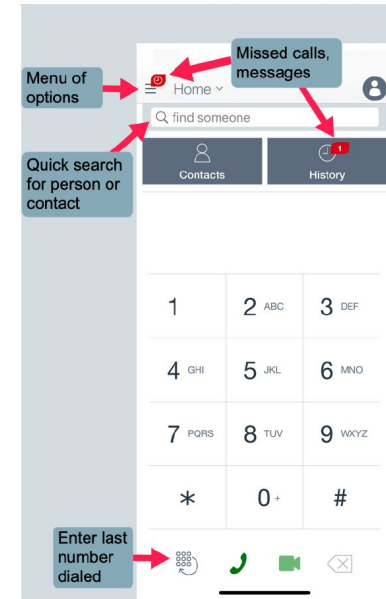
1. Click on the arrow next to Top of Mind.
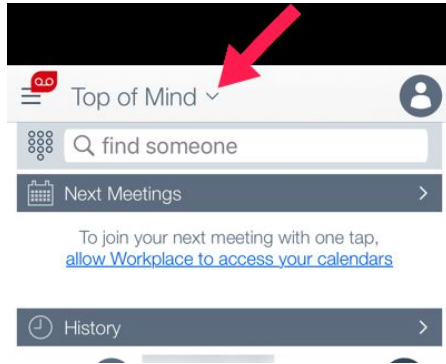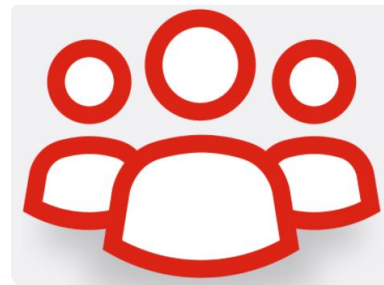
2. Move the slider to the left so that it is no longer green.
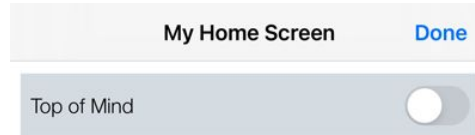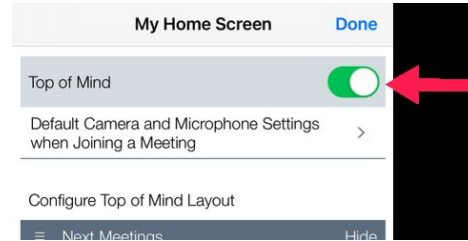
3. The Home screen will now display a simplified layout

Using the Avaya Workplace App

Placing Calls

- For "on-campus" campus calls dial the 4-digit extension.

- To look up a campus number go to Contacts and search for the name of the person you wish to call.

- For off-campus calls you do not need to enter the 9 (the system will insert it for you).

- You can also place calls from the History screen

  - Swipe right on the entry and touch the phone icon

  - To get back to your Home screen, touch the ☰ in the upper right and select Home.
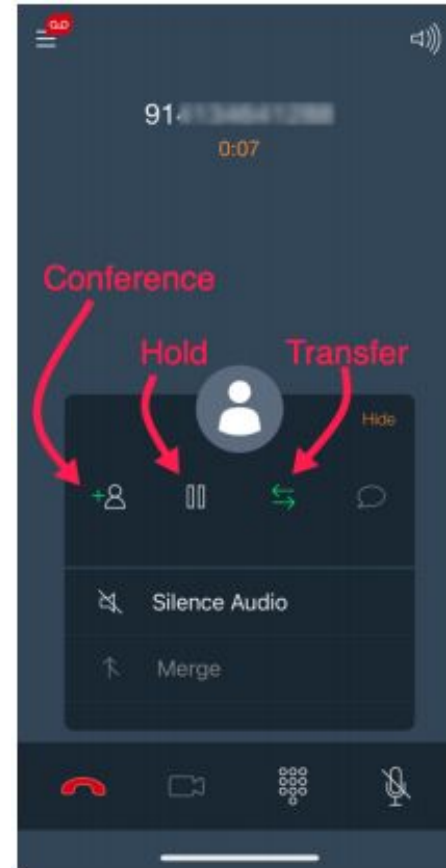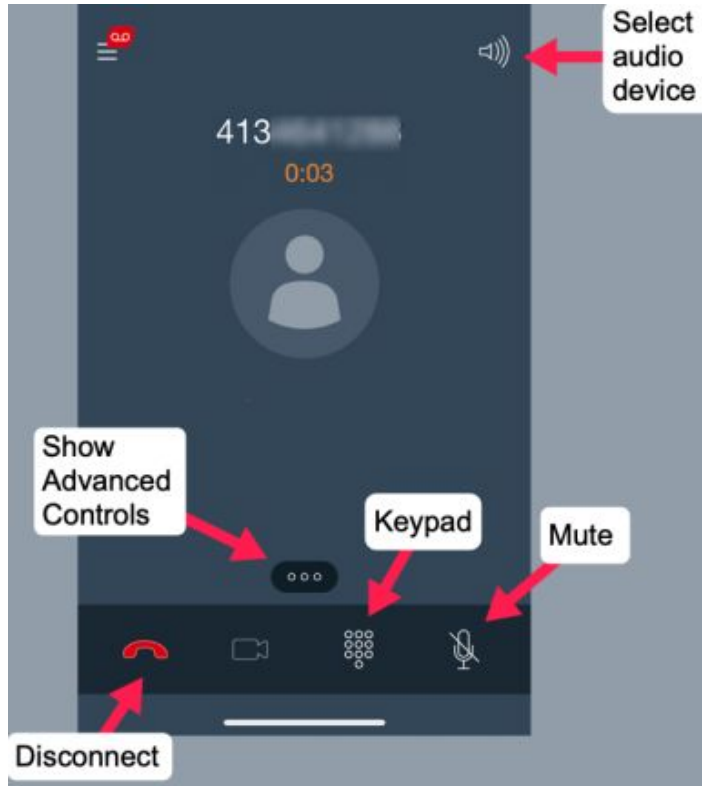
Using the Avaya Workplace App
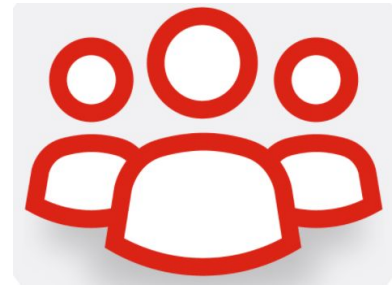
Receiving Calls

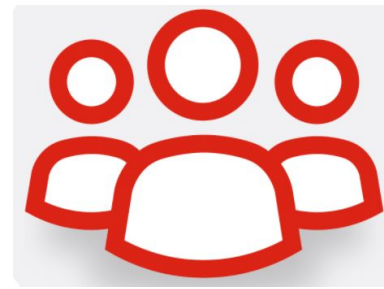To Receive calls on an iPhone the App must be open and running in the background.

- A notice will pop up on your phone and an ring or other audio tone will sound. Depending on your OS and the whether you are active on your device you will need to swipe to answer or select a check mark or other positive indicator.

- Calls from numbers in your contacts may pull the caller information.

- Missed calls will be reflected in a red Missed call indicator in the upper right of the Home screen. You can clear it by going into History.

Controls while on a Call

Select audio device

413[blurred] 0:03

Show Advanced Controls

Keypad

Mute

Disconnect

Conference

Hold

Transfer

91[blurred] 0:07

Hide

Silence Audio

Merge

Signing out of the App -
Stopping calls from ringing on your Mobile device

To Sign out (iPhone & Android):
1. Select the profile icon 🧑 in the upper right corner of the screen. A new screen with incoming and outgoing call setup information will display.
2. At the bottom of the screen, select SIGN OUT. You will be signed out and redirected to the Sign In page.
3. To re-establish calling capabilities, press SIGN IN.

iPhone Users: You also have the option to simply close the app as you would close any app on your device. If the Avaya Workplace app is not open and running in the background, calls will not ring on an iPhone.

Questions