Telephone and Voicemail Overview
Agenda

- Project Overview
- Documentation and where to find it
- Telephone Controls and function
- Voicemail
- Avaya Workplace App
- Questions
The core components of a new 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](http://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 comes 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

Avaya J169 Telephone Overview
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
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 your voicemail

The system will prompt you through the set-up 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 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/voicemail_avaya.html
Setting up & using the Avaya Workplace App
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
Installing and using the Avaya Workplace App

- Set-up guide on the ITS Telephones webpage
- Versions for iPhone and Android
- Download from the App Store for your device
- Login with your Smith username and password
- On iPhone the app must be running in the background to receive calls.
Questions