Frequently Asked Questions

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Question: I plan to choose the software-based phone. Is there a way to have a better speaker than the one on the computer for conference calls when other employees are in my office?

Question: Our department is in need of an intercom. Does the new phone system have this feature?
Question: What happens to my voice mail messages in the current telephone system when my phone number is migrated to the new VoIP Telephone system?

Answer: Voice mail messages on the current telephone system will NOT migrate to the new telephone system. Therefore, before your scheduled migration to the new telephone system, you will need to listen to all your voice mail messages. Otherwise, you will not be able to access them once your phone number has been migrated to the new telephone system. You will not be able to ask for a delay in the migration of your telephone number to the new system.

Question: What happens when my phone number is migrated to the new VoIP telephone system?

Answer: Before the migration of your phone number to the new system, hands on training will be provided one to two weeks prior to the cutover. You will be notified by email regarding the time and location for the training.

You will receive a yellow card to fill out with your name and assigned phone number to place next to your current desk phone the day prior to your scheduled cutover to the new system.

On the day of the cutover, you don’t need to be present. AMS.NET, the vendor contracted to provide and install the new telephone system, has a crew who will remove the current phone and place the new desk phone in its place. If you are to receive a software-based phone, the Jabber software will be installed prior to the cutover to the new system.

Question: Will a headset be provided with the software-based phone? What choices do I have? How do I communicate my choice to ETS?

Answer: Yes. You will have a choice between a ‘headset’ and a ‘handset’. The models are: “Plantronics Blackwire C310 - Single Ear USB” and the “Plantronics Calisto 240 Handset w/speakerphone”. If these are not to your liking, most any USB headset will work, however, you will be responsible for the purchase. USB Bluetooth is known to be marginal and not recommended.

Those who choose the software-based phone will be given an opportunity to complete a survey to make their selection of headset/handset provided by the project.
Question: Can the volume be adjusted for the USB headset or handset? What about the desk phone?

Answer: Yes to both questions.

Question: I am hard of hearing. Is there a way to text someone?

Answer: In a way, yes. There is Instant Messing “IM” capability with the Jabber software application that will be installed on district/college owned employee computers.

Question: I am visually impaired, what are my options?

Answer: ETS will work with you directly regarding options.

Question: I’m thinking of a software-based phone, but sometimes will need a good speaker phone for conference calls with multiple people present in my office.

Answer: A USB connected speaker device will be available in limited quantities in addition to the provided head/handset.

Question: Will the software-based phone function off campus?

Answer: Yes, however, ETS is still working out the details on how this works. There are policy implications for ‘work at home’ and overtime. In addition, there are security considerations.
**Question:** Will the software-based phone work on a wireless network?

**Answer:** Yes, but there may be ‘drops’ in the conversation. The district wireless network priority is for instructional use: data, not voice.

**Question:** Will the new telephone system support analog lines and fax machines?

**Answer:** Yes. However we did purchase a fax server that supports incoming and outgoing faxes. For the phase one deployment, existing fax machines will be migrated to the new phone system with no change. Outgoing fax using the fax server will be provided to all. If a department has an unreliable fax machine, we suggest they do not replace it, but instead convert over to the fax server.

**Question:** Our department has special telephone configurations. Will we have the same set up with the new system?

**Answer:** Maybe. The new system may have something better than what you have now. This will be discussed during your department pre-cutover planning meeting.

**Question:** What is Jabber?

**Answer:** CISCO Jabber is a software application installed on your assigned computer. It is not web based. Everyone will receive the Jabber software application.

If you choose to use the software-based phone this software will function as your telephone. The software supports one unique telephone number and Call Waiting. Multiple people can be conference in. It does not provide speed dial numbers or a “Busy Lamp Field”.

With the Jabber software-based phone, you can answer and make calls, place a call on hold, transfer a call and use the conference feature to conference in multiple people.

Every employee will have the Jabber application since it can control a desk phone for dialing a number, but you will use the desk phone for the conversation.

Additionally, Jabber includes Instant Messaging (IM), one to one video chat, and “Presence”. Presence means you can let other know if you are available to take calls, busy on a call, or away from your desk.
Question: I have an Apple/Mac; will Jabber work on my computer?

Answer: Yes, Jabber works on both Apple/Mac and Windows (DELL) computers.

Question: What is the difference between a desk phone and a software-based phone?

Answer:  

**Software-based phone:** If you choose to use the software-based phone, the Jabber software application will function as a telephone. The software supports one (1) unique telephone number and Call Waiting. Multiple people can be conferenced in. It does not provide speed dial numbers or a “Busy Lamp Field”.

With the Jabber software-based phone you can answer and make calls, place a call on hold, transfer a call and use the conference feature to conference multiple people.

**Desk phone:** The standard desk phone, model 8841 has a color display and supports up to 4 (four) unique telephone numbers. It supports call waiting and can conference in multiple people, which is the same as the software-based phone. However, it also provides a busy lamp, and supports speed dial numbers.

The 8851 model phone supports up to five (5) unique phone lines. When the ‘side-car’ is attached, the maximum number of unique phones numbers is 37. It has the same features and functions as the standard desk phone model 8841.

Question: What type of phone will be in the classrooms?

Answer: Each classroom will receive a new VoIP phone. Employee desk phones have a color LCD display. Classroom phones will have a black/white LCD display.

Question: Will a “hands free” headset be provided with the desk phone?

Answer: No. However, limited quantities of replacement headsets will be available for those who have an existing headset that will not work with the new desk phones. An adapter for existing headsets will also be available in limited quantities, if this will allow the existing headset to work with the new phone system. Once the supply is depleted, information on compatible headsets and adapters will be posted to the Telephone VoIP project web page and under ETS Getting Help.
Question: I use a Plantronics hands-free headset; can it be used with the new desk phones?

Answer: Maybe. It may require an adapter. Limited quantities of an adapter will be made available. Information on compatible headsets and adapters will be posted to the Telephone VoIP project web pages and under ETS Getting Help soon.

Question: I want to learn more about the features and functions of the phones and the self-guided tour of the demonstration phones only shows how we make and receive calls. Will training be provided?

Answer: The vendor will be on site at each campus to provide more details on the features and functions of the phones during the month of June. The days and times are posted to the Telephone VoIP project web page: http://ets.fhda.edu/projects/voip-telephones/index.html

Also, prior to your department cutover to the new phones, hands on training will be provided in the D120 ETS training room for Foothill campus; DA Campus location pending.

Question: We have a Polycom conference phone. Do we need to replace it?

Answer: The project will replace the Polycom phones with one that works with the CISCO system.

Question: What is the minimum hardware requirement for the Jabber software application?

Answer: All district Windows employee computers will support the Jabber application, unless the computer is still using Windows XP or has less than 256MB free disk space or a processor speed less than 2GHz.

For Apple, Intel Core 2 Duo or later processors in a MacPro, MacBook Pro, MacBook, MacBook Air, iMac, and Mac Mini. Jabber needs 300MB of free disk space.
Question: What is the minimum OS requirement for the Jabber software-based phone?

Answer: Windows 7 and Apple OS 10.8.1.

Question: Will there be a way to adjust the volume?

Answer: Yes. Volume adjustment is available for both the desk and software-based phones.

Question: I am hard of hearing, is text capability available?

Answer: Yes. Everyone no matter whether they are using a desk or software-based phone will have the Jabber application installed on their college/district provided computer. Jabber has Instant Messaging (IM/chat), 1-1 video chat, and “presence”. Presence means there is an indicator showing your availability: green means you available for a call or IM, red means you on the phone or unavailable and so on. It allows you to customize your presence status.

Question: Will I be able to use a different ring tone if I have a second phone number on my phone so I can tell when the phone rings for our main line or if I have my manager’s line on my phone too?

Answer: Yes.

Question: I am a Part-Time faculty member assigned to an office. Will I get a new phone and do I have a choice?

Answer: Your office will receive a phone. If you have a college assigned computer, you will have a choice of phone type. Please fill out the survey. If you are using your personally owned computer, a desk phone will be provided.

Question: May I have both the desk and software-based phone?

Answer: The standard is one phone type per full time employee.
Question: With the new VoIP system, will I be able to make phone calls via my college laptop without using an external headset or handset, just using the computer’s built-in speaker and microphone? Will this be the case regardless of which phone option (desk or software) I choose?

Answer: When you make calls with the software-based phone you may use your computer speaker. The quality may not be as good as the USB connected device.

If you have a desk phone, the computer is not used for the phone call.

Question: I plan to choose the software-based phone. Is there a way to have a better speaker than the one on the computer for conference calls when other employees are in my office?

Answer: Yes. The recommended USB speaker device is a Plantronics Calisto 600. ETS will have limited quantities available. Here is the link to the device: http://www.plantronics.com/uk/product/calisto-600?skuId=sku6990018

Question: Our department is in need of an intercom. Does the new phone system have this feature?

Answer: Yes, the new phone system has a paging feature. Please communicate this need during your department telephone cutover preparation meeting. The schedule for these meetings will be posted to the project web site shortly: http://ets.fhda.edu/projects/voip-telephones/index.html

Question: Will I be able to transfer a call to someone else?

Answer: Yes.
**Question:** How do I save voice mail messages that come to my email in-box?

**Answer:** With a feature called Unified Messaging, all voice mail messages associated with the phone number assigned to you personally (not a dept main line #), will also be available for listening via an attached .wav file to an email message delivered to your email in-box.

If you want to save this voice mail message indefinitely, you should create a new folder on the same level as your inbox and move the email message with the attached .wav file to this new folder. DO NOT move to a sub folder of your email in-box, otherwise, if you delete the voice mail message via your telephone, the email message will also be deleted. This will be discussed during the user training.