Why is LCPS going to VOICE OVER IP (VoIP)?

Voice over Internet protocol (VoIP) is rapidly revolutionizing the world of enterprise communications. It combines voice and data networks to deliver information far more efficiently than the traditional telephone systems.

VoIP refers to a way to carry phone calls over an IP data network. One of the primary attractions of VoIP is its ability to help LCPS reduce expenses, because telephone calls travel over the existing data network rather than a completely separate voice network. This allows us to increase the instructional data network capacity with the savings in telephone costs.

This Cisco VoIP system being installed will eventually allow for a phone in every classroom as funding permits (this is a requirement of the newly legislated NM Minimum Technical Adequacy Standards) and should provide for better student and staff safety. It will make the entire District look like "one big building" instead of 40 different buildings, which should make communications much quicker and more efficient. Unfortunately, none of the existing phone systems were capable of this sort of expansion or integration. The Cisco VoIP system is installed in some of the largest companies in the world, so we aren't on the "cutting edge" of this technology. It also makes expansion much easier and cheaper. While we will probably never have more that about 3,500 phones in the District (we currently have about 1,400), this system can grow to almost 30,000 before an upgrade is needed!

IP telephony encompasses the full suite of telephony services enabled by VOIP, including the interconnection of phones for actual communications; related services such as billing and dialing plans; and basic features such as conferencing, transfer, call forward, hold, paging, do not disturb and many more.

These services have previously been provided by a combination of systems and of ways through a telephone system/service named Centrex.

Benefits of VoIP include the following
• Ability to manage our own single phone system
• Access to more features and applications
• Cost savings
• Unified messaging (Voice mail can be access via your Email Box).

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CISCO PHONE TUTORIALS
And User Guides

Cisco IP Phone 7911G eLearning Tutorial
http://www.cisco.com/warp/public/779/largeent/avvid/products/7912G/index.html

Cisco IP Phone 7931G User Guide
http://www.cisco.com/en/US/products/hw/phones/ps379/products_user_guide09186a00807b8cf2.html#wp59295

Cisco IP Phone 7941G eLearning Tutorial
http://www.cisco.com/E-Learning/bulk/public/celc/7940_Tutorial/index.html

Cisco IP Phone 7961G eLearning Tutorial
http://www.cisco.com/warp/public/779/largeent/avvidproducts/7960_2005/index.html

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LAS CRUCES PUBLIC SCHOOLS

VOIP Telephone System Upgrade

TSS

10/9/2007
Rev. 1.0

Telephone Quick User Guide

Note: New area code for Southern New Mexico Area code is now is (575) not (505)

To access an outside line:
(Dial 8 + number for all outside calls)

For local area access type 8 and the 7 digit number. Example 8 555-1234

For Long Distance access type 8 1 + Number. Example 8 1-800-555-1234

In case of emergency dial 911 or 8 911

Note: A "soft key" is a button that appears on the telephone display screen. These keys will change during different parts of a call.

Place a call on hold
1. Press **Hold** button (the Hold button lights) or press another line.
2. Press **Hold** button again to resume call

Place 2nd call (with a call on hold)
1. Place 1st call on hold
2. Press New Call soft key
3. Dial the second number

Note: Use the blue Navigation keys to alternate between 1st and 2nd call and press the Hold button to resume a call.

Call Waiting
1. When you hear the call waiting beep (single alert)
2. Press the **Answer** soft key (first call goes on hold)
3. Use the blue Navigation buttons to alternate between calls and press the Hold button to resume a call.

Transfer a Call
1. While on a call Press **Transfer** soft key
2. Dial number
3. Wait for answer and announce caller. (optional)
4. Press **Transfer** soft key again to complete the transfer
5. To cancel a transfer, press **EndCall** then press **Resume** to reconnect to the caller.

Call Forwarding
1. Press **CFwdAll**.
2. Dial "forward to" number.
3. Press **#** or **EndCall**.

Cancel call forwarding
1. Pick up Hand set
2. Press **CFwdAll**, and then hang up.

DND (Do not Disturb)
1. Press DND. (Press again to remove)

Call Park
1. Have an active call on the Phone.
   A. On a 7931Press transfer, then the call park speed dial. (The top right 4th Button down on the left.)
   B. Any other phone press transfer, then dial the Park extension.

Retrieve a Park Call
1. Pick up the handset
   A. On a 7941 press the line button that says Park Retrieval.
   B. On all other phones dial * and the Park Extension #
      Example: *1097

Place a Conference Call
(3-6 participants)

1. While on a call, press the **more** soft key then press **Confrn** soft key (call goes on hold)
2. Call the next person
3. Press **Confrn** soft key again to add the participant to your call.
   (Repeat as necessary)

Remove Participant's from Conference
1. Use Navigation buttons to highlight the participant's you want to remove.
2. Press **Remove**. You can remove participants only if you initiated the conference.
3. To end your participation in a conference, hang up or press **EndCall**.

Paging
1. On a 7931 Press the Paging Button or Extension of the location you want to page.
2. All other Phones Dial the Page Extension Pilot number, then the extension of the location you want to page.

Configure your phone from a web browser:

Open Internet Explorer and go to

https://ccm2/ccmuser

Your login username and password is the same as your email login credentials.

From the web site you can set call forwarding, personal speed dials, add any available services and add a personal address book

Accessing and setup of your Voicemail:

Default Voice Mail Password is 123456

1. **From your IP phone:**
   - On a 7911 press the **Message soft key** button.
   - On a 7961 or 7941 press the **Envelope** button
   - On a 7931 press the **second button** down from the top right.
     1) Enter password
     2) Follow prompts to set up your voice mail box.

2. **From another IP phone:**
   A. Dial 6600
   B. Press *
   C. Enter your **extension** and # :
      i. Example 1000#
   D. Enter your **password** and # :
      i. Example 123456#

3. **From outside of LCPS:**
   A. Dial **575-527-6600**
   B. Press *
   C. Enter your extension and # :
      i. Example 1000#
   D. Enter your password and # :
      i. Example 123456#

Voice mail can be accessed from your phone or your email box.

NOTE: If you delete a voicemail message in your email inbox, it will delete the message from your phone as well.

Configure your VOICEMAIL from a Web Browser:

To change personal Voicemail settings via the web go to
http://unity/ciscopca

Your login username is your email address username.
Username Example: phonevmuser
Password Example: unity4me
The default voicemail web password is: unity4me

Help Call TSS Help Desk
525-7123