



transition phase

quick reference guide

PSU Phone System



**A note as you read through the below instructions:
Nortel = Current Phone System Avaya = New Phone System**

Here's a brief rundown of what does and doesn't work on the Avaya system during this transition phase. These special instructions apply for both Avaya physical telephones and for the Avaya soft client on a PC or Mac.

On the Avaya phone system:

1. You may place external calls (dial 8+ calls) on the Avaya phone physical or soft phone - or on the Nortel phone.
2. You may ask someone else internally who also has an Avaya physical or soft phone to call your 4 digit extension using their Avaya phone for practice purposes. Do this only after pre-arranging with another person that you both want to practice on the Avaya system.
3. You may call someone else's 4 digit Avaya phone if you've pre-arranged to do practice calls with them.
4. The quick start guide on the physical Avaya phone or the user guide for the Avaya soft phone are both generic documents that explain how to use many of the phone's features. It does not take into account the unique and temporary caveats mentioned in items 1, 2, and 3 above. The caveats above apply, no matter what the quick start and/or user guide might say about placing and receiving calls.

Everything else should continue to be done on your Nortel phone. Specifically:

1. All incoming calls from the outside will still ring on the Nortel phone until we formally "cut you over" to the new system. You'll be notified well beforehand as to when to start to expect external incoming calls to start appearing on the Avaya phone.
2. Calls to internal 4-digit extensions should be done on the Nortel except for calls meeting criteria 2 or 3 in the section above.
3. You will still receive lots of internal (and all external) calls on the Nortel phone.

Your existing Nortel phone will, until further notice, continue to work exactly as it always has. If you're not interested in learning about and getting familiar with your Avaya phone ahead of time, you can completely ignore the Avaya phone and continue to use only your Nortel phone for now. We'll notify you well in advance before "turning off" the Nortel phone system and completely switching over to the new Avaya system.



PSU Phone System

SCAN ME



To learn about the
PSU Phone System.

NEED HELP?

Reach out to the Gorilla Geeks:



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