



phone system



F A Q ' S

HOT TOPICS

How to I Check My New Voice Mail and/or Change My Voice Mail Password?

To access voicemail on your new phone, dial *17 from any "new" telephone, whether it's a physical phone or a soft phone, to log in to the Avaya voicemail system. When outside, dial your 10-digit phone number and allow it to ring. Once your voicemail answers, dial *7 to log in. Note that the default voicemail password for all users is 135790, but it's advisable to change it promptly for security reasons.

To see a video on how to log in to the new voice mail, invoke " help ", and how to change your password, [visit this link](#)

How do I use my new Avaya Digital telephone?

We found two good tutorial video playlists on the YouTube: Try [This one](#) And [This one](#)

What are "Ring Groups," and how do they affect our extensions?

Ring Groups are a feature that allows calls to be distributed among multiple users. Each individual phone must have a unique extension number on the new system. Ring groups are phantom extension numbers that cause multiple phones in the ring group to all ring together when someone calls the "ring group" extension. This is how we're handling department extensions that used to appear on multiple phones on the old system

I didn't receive the soft phone instruction email and or my soft phone password. What should I do?

If you haven't received the soft phone email, please check your email's spam or junk folder. If it's not there, please send an e-mail to support@pittstate.edu and request your soft phone login information.

Why isn't the soft phone working off-campus?

The soft phone requires a secure connection, so make sure to ***initiate the VPN connection before launching the soft phone***. This ensures a reliable and secure connection.

I can't hear the phone ring on my Avaya Workplace software phone. How do I fix it?

The “master” sound volume (and, if applicable, the external speaker’s volume knob) on the computer running the Avaya Workplace app should start out turned all the way up. The other sounds (YouTube video sound, music app’s sound level, etc) needs to be turned down to keep other sounds from “blasting” out of the speakers.

The computer has a master sound volume setting. That needs to be all the way up (at least to begin with). If you have external speakers and those speakers also have a volume knob, turn that all the way up too – at least in the beginning. Then click the “gear” (settings) icon at the top-right corner of the Avaya Workplace phone app, and look for audio settings. In that section, you’ll see that you can select one volume level (and sound device – like PC speakers) for the ringing sound, and another volume level (and sound device – like a headset) for the in-call audio. If you have external speakers and THEY also have a volume knob, turn that up too. The ringing sound can only be as loud as the setting on the loudest volume “knob” in the chain from the app to your speakers. Turn ‘em all up to max, and then adjust specific volumes not related to the ring sound down as needed. You can probably tweak that procedure, but you get the idea.

In a very “worst case” scenario where a laptop’s built-in speakers just aren’t powerful enough to make a good, loud ring sound – it may be necessary to install more powerful external speakers. Depending on your computer, wired external speakers might be needed. Bluetooth external speakers might also work. Your tech can help you choose.

How should I call other extensions during the transition period?*

You have several options to reach colleagues during this time. 1) Call them on Microsoft Teams. 2) Try their 4 digit extension on your new or old phone or 3) Dial their full 10 digit number as if you were calling them from an outside phone... i.e. From either the old or new phone system, dial 8-620-235-2345 to call extension 2345.

Are there issues with voice mail during the transition period?

Once you've left Nortel, others might still call the Nortel extension and leave you voicemail. You can check for voicemails on the old system by calling 620-235-6100 from any phone.

To check the voice mail on your new phone, you can dial *17 from any “new” telephone (physical phone or soft phone) to log in to the new Avaya voicemail. To check your voice mail from outside, dial your own 10 digit phone number and let it ring. When your voice mail answers, dial *7 and log in. The default voice mail password for everyone is 135790 – until you change it. So please do so!

*Once the transition is complete, regular calling practices can resume, you’ll all be on the same exchange and 4-digit dialing will work again.

How do I remove the Chrome Avaya Browser Plugin?

1. Open Chrome
2. Click on the three dots in the upper right corner
3. Select "Extensions" then "Manage Extensions"
4. Locate the "Avaya Browser Extension" click on "Remove" to remove the plugin from chrome.
5. Close Chrome and reopen Chrome

How do I remove the Edge Avaya Browser Plugin?

6. Open Edge
7. Click on the three dots in the upper right corner
8. Select "Extensions"
9. Choose "Manage Extensions"
10. Locate the "Avaya Browser Extension" click on "Remove" to remove the plugin from Edge
11. Close Edge and reopen Edge.

What Headset Should I Use With My Avaya Softphone?

Although Avaya doesn't share direct recommendations, we have learned a lot about headsets for the new Avaya soft phones. The most important thing to remember is that our campus is filled with a large array of computer devices and not all of those devices behave the same with peripheral items like headsets. Therefore, what may work on your machine, may not work as well on your neighbor's.

The most reliable headsets are those that are NOT Bluetooth but rather devices that directly connect to your computer with some sort of cable (usually an auxiliary cable to an aux port). To date, clients have found these to be reliable:

- USB Telephone Handset. Brand: Digitus. Item model number: DA-70772.
- Monaural Corded USB Headsets with Noise Cancelling Mic and in-line Controls, UC Business Headset for Skype, SoftPhone, Call Center. Brand: Wantek. Item model number: UC681.

If you prefer a Bluetooth headset the following devices have proved to be reliable:

- E7 PRO Active Noise Cancelling Headphones Bluetooth Headphones with Microphone/Deep Bass Wireless Headphones Over Ear 30H Playtime for Travel Work TV Computer Cellphone. Brand: Qisebin. Item model number: SE7.
- E9 Active Noise Cancelling Headphones Wireless Bluetooth Headphones Wireless Headphones. Brand: FUNSMILE. Item model number: E9.

Prefer to use Bluetooth but currently don't have that capability? Check out this Bluetooth adapter:

- Long Range USB Bluetooth 5.1 Adapter for PC USB. Brand: EDUP. Item model number: EP-B3536.

NOTE: Over time these suggestions may no longer be valid with new machines, operating systems, etc. It is always wise to test anything you purchase immediately after receiving it in the event that you need to return it within the vendor's return window

What should I do if I encounter glitches while using the Soft Client?

If you encounter glitches while using the Soft Client, logging out and then logging back in can often resolve most issues.

Is there a software phone app available for my iOS or Android phone? Why might I want to use it?

Software phone apps are available for both Android and iOS devices for an additional license fee. The cost is about \$40.

However, we would want to make sure that a potential user understands the issues and limitations with the “cell phone app” for our new Avaya phone system.

If you purchase an extended license for a cell phone, and install the cell phone soft client, that client will work while the cell phone is ON THE CAMPUS WIFI NETWORK. It will work off campus ONLY if the user also installs the Forticlient VPN app on their phone and makes a VPN connection BEFORE launching the Avaya soft phone app. Further, the Forticlient VPN disconnects every 6 hours and requires the user to re-log in. The VPN client could also disconnect as a user moved from the cell network to some WiFi (like home) and back again. Any time the VPN drops, the soft phone will stop working until the VPN is re-connected. If the VPN drops, it might also be necessary to re-launch the Avaya cell phone app.

A much simpler and less expensive alternative to all that is to set up something called “Mobile Twinning”. This requires no extra license. We will program the user’s cell phone number into the PBX as the “Twinning” number for that user/extension. Then when twinning is turned on (controllable by the user) incoming calls to their PSU 4 digit extension (internal callers) or 10 digit DID phone number (external callers) will ring their physical or soft phone AND will also ring their cell phone. Whichever phone answers first gets the call.

There are 2 caveats to this simpler approach... For incoming calls, on the user’s cell phone, they will just see “Pittsburg State” in the caller ID for all calls coming in via the Twinning feature. They will not see the caller-id of the caller on the cell phone. With Twinning, there is no Avaya software to install on the cell phone. The normal “cell phone” outgoing call process is how ALL outgoing calls from the cell phone will be completed. For all outgoing calls, those calls will show as coming from their cell phone – not their PSU extension.

If the user is primarily interested in not missing incoming calls to their PSU number, twinning is almost certainly a better option. The only reason to work through all the caveats and VPN requirements to use the Avaya cell phone app is if the user wants to frequently place OUTGOING calls from the cell phone and have the call appear to come from their PSU extension. Otherwise, we unreservedly recommend Mobile Twinning as a better option for almost all users.

With all that said, you can fill out a request to add a cell phone license using this form (the cost is \$40): <https://forms.office.com/r/bULmhcn4Cz>

If there are questions or with assistance with the order, Gina Matter can help (ghenrymatter@pittstate.edu).

BENEFITS AND COSTS

What are some of the benefits of the PSU Phone System?

This replacement not only gives us reliability with modern hardware, but it also gives us the opportunity to redesign our voice network with the needs of current, highly mobile users in mind. Immobile physical telephones can be replaced by highly mobile “software” phones that can be installed on Mac and PC computers. These apps allow users to place and receive calls and check voice messages using their computer – much like Microsoft Teams calls work today. For even more convenience and mobility, there are also “soft phone” apps available for Apple and Android mobile devices. When we had to evacuate campus in the early part of the Covid-19 pandemic, we didn’t have a good option for providing remote access to your work telephone. With the new system, many telephone options will be available for teleworking.

Is the system complicated to use?

Yes and no. Our existing telephone system has over 800 telephony features available. The new system will offer a similar number of capabilities. Almost none of us need or use most of those features. Today, most of us need to know how to place calls, answer calls, use the hold button, check voicemail, maybe transfer a call, and not much else. All these activities will be as simple and straightforward on the new system as they are now with our current system.

What are the estimated costs to PSU Depts for the phone system?

Telephone Service Billing:

For the 2024 fiscal year your telephone service costs will remain frozen at current levels. Your long-distance billing will be for the average amount over the past 12 months. We hope to have a much simpler cost recovery mechanism in place soon.

Software Telephone (aka Soft Phone): These are the retail costs for soft phone licenses and Android/IOS add-on licenses.

For Mac or PC (works like making voice calls with Microsoft Teams) the cost is \$48.14.

NOTE: ITS has absorbed the cost for this campus wide for the initial installation of the phone upgrade, any additions will cost the department a 48.14 one-time fee.

There is an additional charge of \$34.44 to add a soft phone to an Android or Apple mobile device.

Physical Telephone:

With 8 programmable line and/or feature buttons: \$369.00.

With button Expansion Module for above physical phone (adds 24 additional line and/or feature buttons): \$195.04.

Telephone Headsets:

Wireless Headset for Physical Telephone: \$268.00.

Plug-in Wired USB Headset and Microphone (to work with software phone on your PC/Mac computer): \$75.00.

Are long distance charges eliminated with soft phones?

No. Soft phones (app) do not use the Internet to make calls. Soft phones use the University's phone network to place outside calls through our long-distance provider.

Why would we need/use the phone system versus Microsoft Teams for calls/video calls among PSU employees?

There is no need to use the phone system now or in the future to communicate with fellow PSU employees given Microsoft Teams' capabilities. The outside world will still use phone lines to reach us and in many cases that is how we will continue to reach the outside world given the many mediums of communication found in the world today.

TUTORIALS AND IMAGES OF PRODUCTS

Where can we see images of some of these new upgraded tools?

Checkout [this video](#) of how the soft phone works! In addition, take a look at the screenshots of the [headset](#) and the [desktop phone](#) if you choose these options.

Is there a quick guide for both desktop phones and software (soft) phones?

Yes! Check out the [desktop phone quick guide here](#) and the [soft phone quick guide here](#).

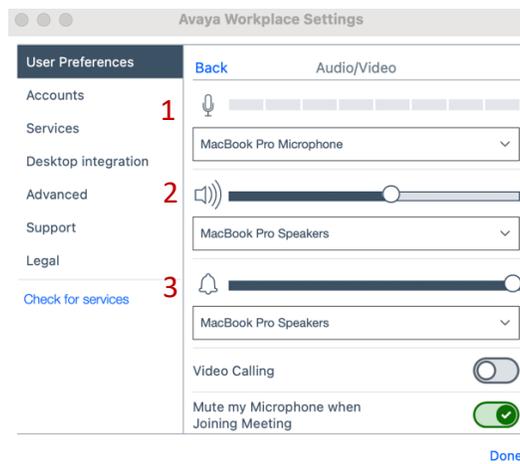
What is the first thing I do to install the software (soft) phone on my computer?

You can find out how to launch the installer by watching this [video](#) or by following these [directions](#).

I'm a Mac user. Any special instructions for me during installation?

Yes!

1. Audio settings on a Mac tend to default to Teams. To be safe on your audio in and outputs go to the Avaya Workplace Gear icon (upper right hand), select User Preferences, select Audio Video, then select your Mac device or headset/phones for the first 2 items, microphone and speakers. For the 3rd item (ringer), we recommend you leave that setting on your Mac device to be sure that you hear any ring tones received from incoming calls.



2. We do not recommend that you sync your contacts when asked during the install. Avaya actually syncs your local contacts on the mac (including personal contacts). However, IF YOU DO and decide you wish you hadn't, you can correct this by taking the following steps: Go to your Apple Menu (upper left hand), System Settings, then Security & Privacy, and remove the Contacts.

HOW WILL THINGS CHANGE FROM THE OLD TO THE NEW SYSTEM?

Will my phone number / extension change?

No. With a new system, your telephone number and internal extension number will be the same.

Will I get a new/different phone?

Yes, you will either receive a “software” phone – installed on your PC or Mac – or you will use a new Avaya physical telephone. Physical phones are slated for use only where requested as there is considerable additional one-time, and recurring cost when using a physical phone.

Plain analog telephones – like the speakerphones many of us have in our conference rooms – will work with the new system and won't need to be replaced.

Will I still have voicemail?

Yes. Initially your voice mail will work like your existing voice mail. A message waiting light will let you know to call the voice mail system, log in, and check your messages.

In addition, you can have the system send an e-mail letting you know you have a new message.

OR

You can give up the message waiting and telephone playback features above and simply have the voice mail message sent to your e-mail in-box as an attached sound file. No voice messages are retained by the voice mail system with this option.

FEATURES

General Features:

What phone system features does ITS recommend we use?

We're recommending Software Telephones (aka Soft Phones) for most PSU clients. This soft phone would work very much like Microsoft Teams calls do now. If you operate in a high noise environment or have other concerns about making or receiving calls using your computer's

built-in mic and speakers - or if your computer doesn't have one (or both) of these, you can add a plug-in USB headset/microphone combo for your PC or Mac. We have recommended headsets and estimated pricing in another FAQ entry above.

Can I receive calls on my cell phone?

Yes! But only if you choose to do so. Calls can ring at both your university phone (physical or soft phone) AND your cell phone simultaneously. You can answer from either device. If you choose to do so, you can take advantage of the mobility option with the upgraded system. The default soft phone works on PCs and Macs. You can install the software on as many PCs or Macs as you want. In addition, there are soft phones available for Android/iPhone devices, but this requires an additional one-time license fee. Add-on pricing for a soft phone for Android and Apple devices is available in another FAQ entry above.

What security will be in place for the new mobile features of the phone system?

For use off campus, both the PC/Mac soft phone and the Android/iPhone soft phone will require that you also install the PSU [FortiNet VPN client software](#) – and activate the VPN connection before attempting to log your soft phone in to the phone system.

Can you have a physical phone and use the app on the computer for a single phone line? For multiple lines?

Extension numbers designated as “group” numbers can be set to ring at several phones at once (either physical or soft).

Can a phone number ring on two computers?

Extension numbers designated as “group” numbers can be set to ring at several phones at once (either physical or soft).

How can we see/utilize multiple lines on the computer?

Extension numbers designated as “group” numbers can be set to ring at several phones at once (either physical or soft).

Does the system display Caller ID?

Yes. Caller ID will display on both soft phones and physical phones.

How many lines can a physical phone have?

A physical phone can have up to 8 lines.

How many times will the phone ring before it goes to voicemail?

The system default is 4 rings. That can be increased or decreased. If you'd like to adjust this, open a ticket with the Gorilla Geeks help desk.

How will soft phones work at shared workstations (as with student employees)?

A soft phone has a unique user ID (extension number) and password that is supplied when the soft phone app is launched on the computer. Any user can launch the app and log in if they know the correct credentials for the soft phone to login to the phone system. It doesn't matter

what other accounts/users the user may be using in other applications. Users simply login using the userid/password for that phone extension.

What if the computer is on but no one is logged in?

If the soft phone app isn't loaded and no user is logged in to it, calls will: a) go to voicemail, or b) can be forwarded to another extension.

What if the computer is off? Will a physical phone still ring so it can be answered?

Calls to extensions designated as group extension numbers will ring any remaining group members. Calls to an individual extension will go to voice mail.

If my computer audio is turned off, will I hear the phone ring?

As with any app on your device, if your device volume is down or the device is muted the ring tones will not be heard. However, you will see a visual indication of incoming calls.

Does this upgrade impact the current fax lines being used on campus?

No. There will be no changes with the current fax lines on campus.

Is there a "Do Not Disturb" setting?

On the Soft Client – yes there is. On a physical phone, you would need to ask for the Do Not Disturb feature to be added. Put in a ticket (support@pittstate.edu) with the Gorilla Geeks Help Desk to request that a Do Not Disturb button be added to your physical telephone.

Will a touch screen computer work on the buttons?

Anything that can simulate a mouse pointer and simulate a mouse click could be used to interact with an app on your desktop. However, the Avaya soft client makes no special provision for touch screen interactions.

Will the app auto launch when the computer boots up?

Yes.

Can an office number be set up in the directory? Ex: School of Nursing, Registrar's Office, etc.

A "name" can be assigned to an extension number. That name can be the name of a person or the name of a department. The assigned name will appear in the phone system's directory. This is done by the telephone system administrators. For changes, enter a ticket (support@pittstate.edu) with the Gorilla Geeks

Voice Mail:

Can I get my messages from home, or away from my office?

Yes. We will make it possible to dial in and check your voice mail – just as you do now.

If I don't answer on my computer, or my cell phone, which device will present voice mail to me?

It depends on how many rings your office phone is programmed for before sending the caller to voice mail. The system default is 4 rings. In that case, the call should be sent to the PSU voice mail before your cell phone would have a chance to send it to your cell phone's voice mail. But to be safe, it's always best to check both voice mail boxes.

Headsets Microphones Speakers and More:

What if I want a soft phone app on my computer, but I don't want to use (or don't have) my computer's microphone and speakers for phone calls – or what if I need privacy?

The soft phone app can work with plug-in headsets. ITS has a couple of models of wired and wireless noise cancelling handsets we'd recommend if you need one. However, any headset with microphone that you can make work with your computer now will work with the soft phone app too. If you have one that you like, you shouldn't need to replace it.

Can I use a headset with the soft phone instead of the computer's mic and speakers?

Yes. Any USB-attached headset that works with your computer will work on the soft phone. ITS has a very high quality (and very expensive) professional model we will support. However, most users will find that a much less expensive headset from Amazon, Best Buy, or even Wal-Mart will meet their needs. Search these vendors web sites for "USB Headset".

What audio devices (microphones, speakers, headphones, etc) can be used?

Any audio device (speakers, microphones, headsets, etc) that works on your computer now will work on the telephone soft client. You can assign the desired audio device(s) to the soft phone in "settings."

What type of headphones/headsets should be used for those that are hearing impaired?

There are many considerations when purchasing headphones/headsets and other needed devices for hearing impairment. You should first consult with your doctor to determine what works best with your specific needs and other possible accommodations that must be considered. Once you have a recommendation to share with ITS, our team will be happy to review the specifications that you provide to ensure compatibility with the PSU Phone System.

TIMELINE

What is the timeline of this project?

Project research, coordination, and design/engineering began in 2021. Data gathering from each PSU department took place in 2022 followed by the release of an RFP. A vendor was selected in early 2023 and back-end installation began soon after. Phone installs began in Sept of 2023 and will likely run through November/December 2023 with a hard cutover in late December 2023. Below you will find the order of phone installs across campus by building:

<p>Group A: Kelce Whitesitt Russ Hughes Horace Mann Shirk and Annex</p>	<p>Group B: KTC</p>
<p>Group C: Rec Center Landscape Tyler</p>	<p>Group D: Bicknell Weede Plaster Center</p>

Baseball complex and Softball	McPherson Stadium Old Health Center
Group E: Axe Alumni Physical Plant	Group F: Willard Nation Dellinger Hartman Heckert Wells
Group G: Yates Grubbs Student Center	Group H: Family consumer science McCray Porter Block 22

SUPPORT

Who can I contact for help with the PSU Phone System?

You can start by submitting a ticket to support@pittstate.edu through your email *or* reach out to the Gorilla Geeks Help Desk at 620-235-4600 – geeks@pittstate.edu – 109 Whitesitt Hall – **LIVE Chat**.