AVAYA Telephone System

General Operations Guidebook

Version 1
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YOUR SCHOOL’S NEW AVAYA TELEPHONE SYSTEM

Broward Schools has an opportunity to leverage federal E-Rate funding to replace the telephone systems at a group of schools. This allows the District to not only upgrade the phone systems at eligible schools, but to “harvest” usable telephone equipment that is then used in repairs at schools not part of the federal funding program. The new phone systems use AVAYA “Voice-over IP” telephones systems.

One change that comes with this migration to VoIP is that some of the servers that support voice services will be centralized in the District. This architectural change (and some of the features that come with the new system) requires that every VoIP phone in the district be given a unique 7-number identity. While the phone numbers on your campus will not change to the “outside world”, extension numbers and calling patterns inside affected schools will change. Seven digit internal dialing will now be required for all Broward Schools calls at AVAYA schools and departments – including those on campus. Three-digit and four-digit extension numbers will no longer be available.

Phones with a direct outside line number will simply use that number to receive and make all calls. Other phones (those that previously had a 3 or 4 digit extension number) will all have a common 3 number prefix, followed by a 4-digit number that will look familiar to you.

The new phone sets will provide the same telephone features as the Tadiran equipment, but there are changes in the way they function. The new AVAYA phones look and operate differently than the Tadiran phones – especially classroom phones which now have advanced calling features. Making and receiving calls is quite straight-forward on all phones.

ETS works closely with each front office support team during the cutover to the new system to make sure that the transition goes smoothly. Training for office staff is provided during this cutover period. Additionally, training can be provided to all staff members if a school chooses to assemble the staff for an orientation session. ETS has also developed extensive online training for all users. There are simple “Quick-Start” documents, more complex user manuals, and even just-in-time video vignettes to help users perform specific functions (transfer, hold, etc). Descriptions of the phones, operations documents, and the videos can all be found online at:

http://www.broward.k12.fl.us/ets/ni/Telecom/AVAYA_Telephone_Online_Training.htm

This packet also contains a number of valuable documents designed to ease your move to your new AVAYA phone systems and support your use of its many features.
SYSTEM SET-UP
&
SUPPORT
AVAYA: NIGHT SERVICE & HOLIDAY ANNOUNCEMENTS

Regular night service is not a Voice Mail box in the new systems and cannot be used to record messages for later retrieval. It is simply an announcement. To set up your regular night service announcement, follow the instructions provided below:

1) Dial #104 (you will hear silence)
2) Key in 4XX-4520 to access your Night Service application.
3) Wait for dial tone
4) Dial “1” to record. You will hear silence again, but you should begin speaking immediately as the system is recording your message at this point.
5) Record your announcement. Remember that callers are often calling to report an absence, and the option for them to dial “1” for the attendance mail box should be included in your message.
6) When you’ve recorded your entire message, you must hit the # key to complete the recording.
7) Dial 2 to review your recording
8) If you are not satisfied with your recording, press 1 for the option to re-record your announcement.

To record a holiday (or other alternate) announcement follow the instructions above using 4__ __-4521 in Step 2. Future holiday or alternate announcements can be re-recorded-over the previous announcement.

To activate the Holiday (or alternate) Announcement:

1) From the main receptionist’s phone, press the white soft-key that indicates “Call-Forward” and dial the announcement number unique to your school (4__ __-4521)

To Deactivate the Holiday (or alternate) Announcement:

1) Press the “Call Forward button until the light goes off.
AVAYA: ATTENDANCE MAILBOX SET-UP

To set up the school’s Attendance Mailbox, please follow the instructions below:

1) Dial the general Voice Mailbox access number from a school phone by pressing the “Message” button. Wait for the Voice Mail system greeting to begin.

2) Press the * key

3) Key in the 7-digit number for your school’s Attendance Mailbox (___________)

4) Enter the SBBC temporary pass-code (7222)

5) Follow the instructions provided by the system to set up the mailbox for your Attendance Voicemail service

To retrieve and manage messages in the Attendance Voice Mail service:

1) Press the “Message” button on your phone.

2) Type in your schools’ Attendance Mailbox Number (___________)

3) Enter your pass-code when prompted.

4) Follow prompts to listen to (and manage) messages.
AVAYA: INDIVIDUAL VOICE MAILBOX SET-UP AND USE

If setting up your new voicemail system while on campus:

1. Press the MESSAGE key on your new AVAYA phone (It has an “envelope” icon)
2. Enter the following temporary pass-code (SBBC): 7222
3. Select a new pass-code which must be at least 4 digits & cannot begin with “0”.
4. Follow the instructions provided by the Voice Mail system to complete the set-up.

   Here is a sample voice message script for most voice mailbox users:

   “You have reached the voicemail service for Mary Smith, at Lincoln Elementary School. I’m not able to take your call right now, but if you leave a message after the tone I’ll return your call as soon as I can. If this is an emergency, please dial zero to reach an operator.

5. Skip the “Please Hold” prompt in the set-up process.

If setting up your new voicemail system while off campus:

1. Call 754-321-6245 (MAIL)
2. Enter your 7-digit extension number and press the # key.
3. Follow the instructions provided above starting with Step 3.

To retrieve and manage messages (new and stored) while on campus:

1. Press the MESSAGE key on your phone (It has an “envelope” icon)
2. Follow instructions provided by the system for reviewing and managing your messages.

To retrieve and manage messages (new and stored) while off campus:

1. Call 754-321-6245
2. Follow instructions provided by the system for reviewing and managing your messages.
AVAYA: ON-BOARD CAMPUS DIRECTORY SET-UP, DISTRIBUTION, AND MAINTENANCE

The AVAYA phone sets have the ability to provide users with an "on-board" directory. Use of this feature allows callers to scroll through the on-board directory and place calls to numbers for individuals or departments included. This feature is also a requirement for use of Voice Dialing feature of the AVAYA phones. To utilize the on-board directory feature, schools first need to create the directory file and then load the file on to individual phone sets. This document explains these two processes, and provides recommendations for distributing the directory file to all users, and keeping the directory current on all campus phones.

Creation of the directory file:

ETS staff will meet with the school or department's project coordinator as identified in the initial briefing to create the initial phone directory file. This allows the school or department’s project coordinator to learn how the file is created, and understand how modifications to that file over time can be made. The file is easy to create, using Microsoft EXCEL. It needs to follow simple formatting and naming requirements.

1) The EXCEL file needs to have 3 columns: The first column should have the name of the individual (Sally Smith, Greg Watkins, etc.) or the name of the office location (Guidance, Budget Keeper, Office Manager, etc.). The second column must have the associated phone number ((7 digit extension for internal, 9+ 7 digit number for SBBC, 99+ 10 digit number for external). The third column must have the following entry in each line: /1/

2) The file needs to be “Saved As” a “unicode text” file

3) The file name must be: 9xxxContacts.txt

4) The filename is case sensitive, and must be created exactly as shown in line 3

5) Keep in mind that if staff will be using the “Voice Dialing” capabilities of the phone sets (See Page 19) the name entries should be input in the same way as a caller would speak the entry.

The resulting file will resemble this when re-opened:

<table>
<thead>
<tr>
<th>Name</th>
<th>Phone Number</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>AFTERCARE</td>
<td>3221234</td>
<td>/1/</td>
</tr>
<tr>
<td>CUSTODIAN</td>
<td>3221235</td>
<td>/1/</td>
</tr>
<tr>
<td>BOOKKEEPER</td>
<td>3221236</td>
<td>/1/</td>
</tr>
</tbody>
</table>

(Continued on the next page)
Loading the file onto phone sets:

The file is loaded onto each phone set by inserting a USB Flash-Drive that contains the Directory File. After inserting the Flash-Drive, on-screen prompts provide guidance on loading the file.

1) Insert the Flash-Drive into the phone.

2) Use the on-screen instructions for loading the file.

Keep in mind that if users have previously loaded personal numbers to their phone’s on-board directory, their personal numbers will be overwritten in the upload and replacement process. They may want to modify the file provided by the front office following the instructions above to add their personal numbers to the new list before loading the file into their phone set.

Recommended strategies for directory distribution and maintenance:

Part of a school or department’s decision to utilize the on-board directory feature should be based on the willingness of the administration to promote and manage a process by which the phone directories are kept current across the campus or district office in the future. The “best-practice” recommendation to accomplish is objective is for office staff to update the directory file annually or bi-annually as required by staffing changes. The new file can then be distributed as an attachment to a CAB email (or school-wide CAB conference entry) to all employees with instructions embedded in the email on how to save the file to a Flash-Drive, and how to load it onto users phone sets. By taking this approach, the workload associated with the maintenance of the on-board directories is shared by all staff and the goal of keeping the directories current is more likely to be achieved. Instructions for staff can be copied from the previous section of this document (Loading the file onto phone sets).
AVAYA: HURRICANE PROCEDURES

The procedure to prepare the AVAYA phone equipment in your main communications closet for a hurricane or other declared emergency is the same as the existing procedure for the Tadiran systems. See page 43 of the Hurricane Procedures Manual for specifics. The Hurricane Procedures Manual is available online at:

http://web/servicedesk/docs/for%20default/HurricaneProcedures8_17_09.pdf

AVAYA: MALICIOUS CALL TRACE

If a school receives a malicious call, and wants to record the caller ID information, the recipient should immediately press the “MCT” activation key on their phone set. This creates a record in the AVAYA phone system. If the school needs a hard copy of that log, it should be requested through the ETS Service Desk with a Remedy ticket. Be prepared to supply the Extension Number and the time and date of the call. Please make the request of the Service Desk as soon as possible after activating the Malicious Call Trace.
There are three support models available for users of the new AVAYA VoIP phone systems.

1) There is **targeted post-installation assistance** available to schools in the first two weeks after the installation of their new system. This is provided because of the special need that schools have during this timeframe to address questions and complicates that arise from the conversion of the telephone system. During this two week period, schools can call 754-321-0396 for assistance with all telephone questions and concerns. It is important that ANY phone equipment failure be reported immediately so that new replacement equipment can be installed.

2) After the initial two-week, post-install window, schools that experience any **phone system outage or equipment failure** should call the ETS Service desk at 754-321-0411 and ask that a *Remedy* trouble ticket be opened. A technician will call the school to verify the nature of the problem and either correct the problem remotely or dispatch a field technician to the school.

3) Schools may find that over time they need assistance in changing the location of phone jacks, having long distance provisioning changed, changing the name appearance on an extension, etc. Schools are asked to use the on-line Communications Work Order (CWO) process to initiate these “**Move / Add / Change**” requests. The CWO is available (with instructions) in CAB – under District Resources / Forms. The CWO is not to be used for outages or equipment failures – which need to be reported promptly, as noted above, to the ETS Service Desk.
AVAYA PHONE SET FUNCTIONALITY
Phone Number Scheme:

• No Direct Dial in to classrooms
• Direct “outside” number Keeps extension number (ex. 322-6612_ or 322-6620_).
• Classroom and non-Direct Numbers (450-New Ext) ex. 450-3001.

<table>
<thead>
<tr>
<th>If you are calling:</th>
<th>Dial:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within your building/location</td>
<td>the 7-digit number (32x-xxxx or 4xx-3xxx)</td>
</tr>
<tr>
<td>Another SBBC location</td>
<td>9 + 32x-xxxx (no area code)</td>
</tr>
<tr>
<td>Non-SBBC numbers</td>
<td>99 + 10-digit number</td>
</tr>
<tr>
<td>Long-distance</td>
<td>99 + 1 + 10-digit number</td>
</tr>
</tbody>
</table>

Voice Mail

• Press the Message button:
• Follow the voice prompts
• When asked the security code is 7222

Making a Call

• Lift the handset, press Speaker or Headset (if applicable), or select an available line and press OK.
• Dial the number you want to call.

Putting a Call on Hold

• Press Phone to view the main Phone screen, if necessary.
• If you are not active on the line you want to put on hold, select that line.
• Press Hold.

Transferring a Call

• From the Phone screen, select the line you want to transfer.
• Press Transfer.
• Dial the telephone number, or call the person from the Contacts list.
• If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press Complete to transfer the call.

Transferring a Call to a voice mailbox

• Press Transfer
• Press Transfer Voice Mail (wait for greeting)
• Dial the extension number, hang up.

Setting up a conference call:

• From the Phone screen, select your active call.
• Press Conf.
• Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
• When the person answers, press Join or OK to add the person to the existing call.
• Press Add and repeat these steps to add another person to the conference call.
• Press Drop at any time to drop the last person added to the conference call.

Adding a person to a conference call:

• From the Phone screen, select your active call.
• Press Conf, or Add if you are already in a conference.
• Select the call on hold that you want to add to the conference.
• Press Resume to take the call off hold.
• Press Join to add the person to the conference call.

Dropping a person from a conference call:

• From the Phone screen, select your active call.
• Press More then Details.
• Select the person you want to drop.
• Press Drop.
School Telephone Upgrade

Phone Number Scheme:

- No Direct Dial in to classrooms
- Direct “outside” number Keeps extension number (ex. 322-88031_ or 322-8816_).
- Classroom and non-Direct Numbers

http://web/ets/ni/Telecom/AVAYA_9650.htm

If you are calling: Dial:

<table>
<thead>
<tr>
<th>Within your building/location</th>
<th>the 7-digit number (32x-xxxx or 4xx-3xxx)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Another SBBC location</td>
<td>9 + 32x-xxxx (no area code)</td>
</tr>
<tr>
<td>Non-SBBC numbers</td>
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</tr>
<tr>
<td>Long-distance</td>
<td>99 + 1 + 10-digit number</td>
</tr>
</tbody>
</table>

Voice Mail

- Press the Message button:
- Follow the voice prompts
- When asked the security code is 7222

Conference Calls

Making a Call

- Lift the handset, press Speaker or Headset (if applicable), or select an available line and press OK.
- Dial the number you want to call.

Putting a Call on Hold

- Press Phone to view the main Phone screen, if necessary.
- If you are not active on the line you want to put on hold, select that line.
- Press Hold.

Transferring a Call

- From the Phone screen, select the line you want to transfer.
- Press Transfer.
- Dial the telephone number, or call the person from the Contacts list.
- If unattended transfers have been administered, you can hang up now if you do not want to announce the call. Otherwise, press Complete or OK to transfer the call.

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- Press Transfer
- Press Transfer Voice Mail (wait for greeting)
- Dial the extension number, hang up.

Setting up a conference call:

- From the Phone screen, select your active call.
- Press Conf.
- Dial the telephone number, or call the person from the Contacts list, or call the person from the Call Log list.
- When the person answers, press Join or OK to add the person to the existing call.
- Press Add and repeat these steps to add another person to the conference call.
- Press Drop at any time to drop the last person added to the conference call.

Adding a person to a conference call:

- From the Phone screen, select your active call.
- Press Conf, or Add if you are already in a conference.
- Select the call on hold that you want to add to the conference.
- Press Resume to take the call off hold.
- Press Join to add the person to the conference call.

Dropping a person from a conference call:

- From the Phone screen, select your active call.
- Press More then Details.
- Select the person you want to drop.
- Press Drop.

http://web/ets/ni/Telecom/upgrades.htm
AVAYA: TRANSFERING A CALL TO VOICEMAIL

To transfer a call to voicemail, follow the instructions below:

1) Press the “Transfer” button on your phone
2) Press the “Trans VM” button (wait for the Voice Mail greeting to begin)
3) Dial the telephone extension number of the person to receive the message (or use your speed dial buttons to do this if available).
4) Hang up.
The new AVAYA telephone sets allow users to program and label frequently used numbers to allow for “speed dialing”.

To program a Speed Dial button follow the steps below:

1) Locate the “Abbreviated Programming” button on one of the white keys on your 9650 phone set. On the 9620 phone, locate this button by using the navigation arrows in the center of the phone. Press the “Abbreviated Programming” button and follow the onscreen step-by-step instructions. You may need to use the “shift” button to navigate to this menu item.

   a) Touch the white soft-key button to be programmed
   b) Enter the number (remember to add any necessary “9”s)
   c) Press # to save the programming.

To label a Speed Dial Button, follow the steps below:

1) Use the AVAYA Menu button and the “Shift” button to highlight “Options and Settings” Select “OK” to continue.

   a) Navigate to the “Application Settings”. Select “OK” to continue.
   b) Navigate to the “Personalize Labels” option. Select “OK” to continue.

2) Follow the on-screen step-by-step instructions:

   a) Touch the button to be programmed as the speed dialing button (you may need to use the “shift” key to do this).
   b) Use dial pad to enter the label (as you would sending a text message on a cellular phone)
   c) Select “Save” to end programming.

3) Press the AVAYA Menu button to find the “Exit” key. Press “Exit” to end the session.
AVAYA: “CALL PARK” AND RETRIEVAL
(9650 Phones Only)

There are times when it is handy to be able to place a call on hold and then pick it up on another phone in the office or building without having to run to the other phone to pick it up. This is sometimes done by an individual that wants to pick the call up at another desk. Sometimes, this is a way of putting a call “on-hold” to be picked up by another person at a remote extension.

This can be accomplished by “parking” the call in the telephone system, and retrieving it (or advising others via campus radios or PA system, for example) on a remote phone set. To park and retrieve a call, follow the steps below:

1) After advising the caller you’ll be continuing the call on another phone, press the soft key labeled “Transfer”

2) Press the “Call Park” button on your phone

3) Press the “Transfer” soft-key again

4) Within 3 minutes go to the phone from which you will continue your call and dial #105 to pick up the call.

5) If the call is not picked up within 3 minutes, the call will ring back to the extension used to park the call.
The AVAYA phone sets being deployed in Broward Schools all have voice dialing capabilities. At those locations (or on those phone sets) where on-board directories have been loaded, callers can activate the voice dialing feature - and simply say the name of the individual or department they want to call. The phone set will locate the person’s number in the on-board directory, and place the call without the caller having to key-in the phone number.

To place a call using Voice Dialing:

1) Press the “Contacts” key.

2) Once the list of names appears, you can speak the name of the person to which you want to place a call – even if their name does not appear in the short name list visible in the phone screen. For voice dialing to work, the name being spoken must to be in the on-board directory, even though it does not need to be visible in the phone screen.

3) Keep in mind that the name must be spoken in the same way it appears in the directory.
The programming of the phone numbers in the Expansion Modules for the AVAYA phone sets is done by ETS. ETS will pre-program the phone numbers for the expansion modules so that when the new AVAYA system “goes-live”, these buttons will be active. Users may want to re-label the phone number entries that appear on the expansion modules. This is done by following the relabeling instructions for the other buttons on the phone itself as described on page 16 of this packet.

If a school or department finds that changes are needed to the underlying phone numbers programmed in the expansion module on a phone (or phones), a Communications Work Order must be submitted to ETS with the Expansion Module Worksheet (included on the next page) attached. The process for doing this is described on Page 11. The Expansion module will be reprogrammed as requested, the school or department will be notified, and any personalized relabeling can then take place.
To request reprogramming of an expansion module for an AVAYA phone set, please submit the chart below with a Communications Work Order. If you have just one Expansion Module, use only the columns on the left hand side of the chart.

<table>
<thead>
<tr>
<th>Expansion Module 1</th>
<th>Expansion Module 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Button</td>
<td>Button</td>
</tr>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>5</td>
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<td>7</td>
<td>7</td>
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<td>11</td>
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2009 – 2010 E-RATE Campus Upgrade Guide

http://www.broward.k12.fl.us/ets/ni/Telecom/upgrades.htm
# 2009 – 2010 E-RATE CAMPUS UPGRADE GUIDE

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</tbody>
</table>
2009 – 2010 E-RATE CAMPUS UPGRADE PROJECT

Broward Schools’ Education Technology Services Department is embarking on a long-range plan to update the district’s campus networks and telephone systems. This project, largely underwritten by Federal “E-Rate” funds, is designed to provide schools with installed wireless overlays, improved Internet connectivity, and new “Voice-over-IP” telephone systems. As Broward Schools’ phone systems continue to age, the importance of refreshing these systems is needed to continue providing high quality, highly reliable phone service. This is also part of a larger effort to improve mobile computing and telecommunications services through advanced integration of voice, video and data systems - and to reduce costs through the convergence of network systems.

This packet is designed to describe the E-Rate Campus Upgrade Project and explain the implications associated with the work that needs to be done on your campus.

Benefits

Immediate:
- Campus-wide wireless coverage
- Ability to move phones more easily throughout your school’s campus
- Voicemail with message waiting notification for teachers
- Customer controllable phone set features
- Advanced ad-hoc conferencing capabilities
- Onboard phone directory – voice activated dialing
- Wi-Fi mobile IP phones to improve productivity of staff who roam the campus

Changes

Network Upgrade:
- The school’s campus “Local Area Network” will generally function as it always has – with improved performance and coverage. Wireless access points will be removed from carts and installed (along with other new ones) in the ceilings around the school to provide blanket wireless coverage throughout the facility

New Telephone System:
- Phone set appearance and operation changes
- The District’s dialing plan will change as schools are migrated to the new phone system, including a move to 7-digit dialing on the school campus (as it currently exists between schools)
PROJECT LOGISTICS AND RESPONSIBILITIES

Equipment Procurement

All Requisitions and Purchase Orders for this project will be created by ETS and processed by the Purchasing Department.

Equipment Delivery

The new Network Equipment (including the new Proxy Server) and the Telephone System Equipment will be shipped directly to each school. It is imperative that care be given to:

1. Alerting school staff that the shipments are coming. Please do not decline shipments.
2. Notifying your ETS Analyst and vendors immediately when these shipments are received.
3. Secure these shipments in a single location on your campus. The equipment is valuable. If it is stolen after it arrives on the campus, its replacement is the school’s responsibility.
4. Leave the shipments intact. Do NOT unpack ANY of the boxes in the shipments. Doing so creates inventory and warranty complications.

Schools are asked to acknowledge receipt of Telephone equipment deliveries from KGP, CATALYST-AVAYA, and ONEAC by sending an email to Audrey Griffith in CAB as they arrive.

Schools are asked to acknowledge receipt of Network Equipment (HP, Cisco) by sending an email to Vendor-JDL in CAB as shipments arrive.

Equipment Installation

Power:

At some schools, a new 30 Amp power circuit and outlet will need to be installed in the Main Communications Closet. This will be done by Quality Communications in advance of all other work. It will take about three hours to complete this work, and there should not be a disruption to normal campus operations.

Cabling for the Wireless Access Points:

Quality Communications will install dual communication data jacks in the ceilings of the school to enable the wireless access points. This procedure will take approximately 2 days for Elementary Schools, 3 days for Middle Schools, and 6 days for High Schools. Quality will work with the school to minimize any disruption to instruction, but providing Quality staff with access to classrooms at various times can be expected.

New Racks:

Some schools will need to have a new Rack installed in their Communications Closet. If this is indicated in site surveys, the work will be done by Quality Communications. This will take about three hours and will not result in a disruption to normal campus operations.

Network Equipment:

JDL will remove and replace network equipment in every rack on site. Each rack will be re-patched by ETS and configured to District Standards. A patching database will be provided to the site tech identifying activated jacks by room. UPS’s will be added and equipment will be checked for operation and monitored by the Network Operations Center located at ETS.
During the upgrade process the network service will be taken down in phases throughout the school campus. Schools should plan on intermittent network service interruption for a period of one to two full day(s) for elementary schools and two to three days for middle schools and high schools. Ensure that staff is prepared to effectively function without Internet access, Email, Filemaker Pro, Server access, and Server ILS software access during the revolving outage period.

Using the attached Communications Closet Priority Worksheet, please identify buildings and Communication Closets that should be reconfigured by priority. Please scan and email this document to your ETS Analyst prior to the beginning date of your network upgrade.

Prior to Network Outage:
1. The network outage will occur after the school day is over at 2:30 in the afternoon.
2. Ensure Attendance and all critical operations are complete prior to outage.
3. Ensure teachers are aware that server lab software will not operate that day.
4. Save files to the server the day prior and the day of the network outage.
5. Important emails should be transmitted in the early morning.
6. Important printouts must be accomplished in the morning.
7. Identify which network racks will be brought up to operational status and re-patched by priority.

Network Outage:
1. JDL will power down all old network equipment in each Communications Closet within the school at the close of the school day.
2. JDL will install the new equipment in the Main Communications Closet first, and ETS will re-patch the rack with new network cables.
3. JDL will bring up the remaining Communications Closets throughout the day based upon your Communications Closet Priority Worksheet (ATTACHMENT D).
4. ETS will follow JDL and re-patch the racks with new network cables based upon the Community Closet Priority Worksheet (ATTACHMENT D).
5. Elementary schools will take approximately 3 days to complete this process.
6. Middle schools will take approximately 4 to 5 days to complete this process.
7. High Schools will take approximately 7 days to complete this process.

Schools that are outfitted with complete wireless overlays should remind staff that Microwave ovens and wireless video cameras can degrade the performance of the wireless infrastructure.

JDL will also install a proxy server in the main communications room. The server will be configured by JDL. During this process there will be no network service outage or loss in coverage. This procedure will take approximately one hour and is being done at the same time as the rest of the network upgrade work.

Phone Equipment:
AT&T will remove and replace all the telephone equipment on the school campus. AT&T will provide installation, setup, integration, and a quality assurance check of all system components. The following requests are made of schools:
1. Schools must observe a “Freeze-Window” on phone changes in the three weeks prior to the scheduled cut-over.
2. Schools are responsible to remove any items stored in the main communications room and remote closets across the campus that are not part of the current data or voice
networks (books, paper, equipment, etc.).

3. In certain instances, large pieces of furniture now block access to data jacks that will need new phone cable connections. School custodial staff is expected to assist AT&T in moving furniture if needed to rewire the new phone sets in these situations.

4. The school administration needs to designate an area to be used by AT&T for two days prior to cut-over for assembly and initial configuration of phone sets.

5. The school administration will need to provide a master key to AT&T staff for the day of the scheduled cut-over to the new system. All areas of the school will need to be visited including the Principal’s and Cafeteria Manager’s offices.

6. If your school opts to enable the auto-attendant feature of their phone system to assist with the answering of incoming calls, ETS requests that you complete ATTACHMENT C (included with this packet), and return it via SCAN/Email to Audrey Griffith at ETS. This form must be received by Audrey Griffith at least three weeks prior to your scheduled system installation.

7. The programming of the school phone system will be done to replicate the current system. Schools will be provided with an electronic download (in Excel file format) that shows their current name displays and long distance provisioning by extension number. This workbook will be emailed to the Lead School Project Contact (as shown on the Project Contact Sheet (ATTACHMENT A) by the school’s ETS Analyst for review and correction. If the school needs to make any modification to the name displays or long distance provisioning, the Excel workbook must be emailed with corrections noted to the ETS Analyst at least 3 weeks prior to the cut-over date.

8. While ETS is conducting site surveys intended to capture jack/port numbers for all visible phone equipment, it’s possible that the visiting technicians will not be aware of FAX machines or modems that may be in use on your campus. To ensure a seamless cut-over, include information about FAX machines and modems (Credit Card POS devices, etc) on the Excel file on the tab included to collect this information.

9. Schools should notify all staff members that they need to clean out their existing voicemail boxes prior to the cut-over to the new system. The new system has a new voicemail server and any messages left on the old server will no longer be available for retrieval after the cut-over to the new system.

10. Any phones that have been purchased by the school or its staff (including cordless phones) will not operate after the system moves over to the new platform. A notice should be sent out prior to the cutover alerting staff to these implications.

11. Your new phone system includes several Wireless Wi-Fi phones. Elementary schools will initially be provided with 4, middle schools with 6, and high schools with 8. These phones provide roaming capabilities at your school. Prior to installation, consideration should be given to which staff members would benefit most from this new capability. Best practice indicators would include:
   1. Principal
   2. Cafeteria/Lunch Duty
   3. Hall Duty
   4. After-Care
   5. Head Custodian
   6. Technology Specialist
The general timeline for the cut-over of the phone system will vary based on school size. Typically AT&T will be on the campus of an elementary school for about 3 days, a middle school about 5 days, and a high school about 7 days. The actual cut-over is never on the first day that AT&T is on the school campus. For smaller schools it typically takes place on the second day, and for larger schools it will happen on the 3rd or 4th day. Classroom phones will be out of operation for several days during this process, and office phones will be down only shortly. The specific cut-over to the new electronics takes about 5 to 10 minutes –so this is actually the only time the school is without front-office phone service. AT&T will work diligently to restore front-office operations quickly, and then will work to restore the classroom phones as quickly as possible thereafter.

General:

It is the installer’s responsibility to dispose of the boxes. The cooperation of custodial staff is usually required with this effort. Disposal of boxes is defined as:

1. Break down all boxes.
2. Remove all boxes and packing material to an area designated by the school.

Removing Old Equipment:

Network Equipment

1. JDL will identify all old network switch serial numbers and annotate them on 3290a forms.
2. JDL will identify all new equipment serial numbers and enter them into a tracking database for ETS to monitor.
3. The School Principal is required to sign the transfer document.
4. Copies of these forms must be kept by the school to ensure accurate inventory tracking.
5. ETS will obtain a copy of the transfer forms and deliver them to Capital Assets for proper processing.

Phone Equipment:

Phone equipment is not listed as a part of a school’s Property Inventory

1. ETS will enter all new equipment items into BRITE online receiving.
2. ETS will make arrangements to have boxes on site from B-Stock for equipment being sent to the warehouse for resale or disposal.
3. AT&T will sort older phone equipment for resale, reuse, and disposal.
4. ETS will make arrangements for the timely removal of items going to B-Stock.
5. ETS will make arrangements to have salvageable equipment picked up by ETS staff for removal to secure storage.
Training On the Use of the New Phone Equipment

ETS will provide training on the new phone equipment and system at the time of the cut-over. Pictures of the new equipment are provided in the packet in ATTACHMENT F. ETS will visit with the school’s office staff one day prior to the cut-over to discuss implications of moving to the new phone system. ETS training staff will also be on-site when the new system is turned on. Schools are asked that the following measures be taken on the campus to ensure proper use of the new phone equipment and system:

1. Designate two to ten staff members to attend system training at the time of system cut-over.
2. Ensure that all instructional staff avail themselves of training opportunities in the use of the new phone sets and dialing plan changes (web training and access to user guides).
3. Ensure that all staff members perform the initial set-up of their new voice mail box.

ETS has posted many online documents and training videos at:
http://web/ets/ni/Telecom/upgrades.htm

While the classroom phones work quite a bit like the existing phones, Lowrie Simon will work with schools to set up a presentation on the use of the new equipment for faculty if the school would like to convene a meeting around the time of the cut-over.

Warranty

Any shipped product which arrives inoperable or ceases to operate within seven business days of initial installation shall be considered “dead on arrival” (DOA) and replaced by the vendor with a new product identical (or functionally comparable) to that ordered. The location administrator or designee must sign to acknowledge removal of DOA equipment. If the equipment is replaced by the vendor, Capital Assets must be notified of changed serial numbers. A signed receipt must be documented by the site.

Support for New Phone Equipment and System

ETS understands that with the cut-over to the new phone system, you may have issues surface that need prompt attention. For the first week after your cut-over, please feel free to call the ETS Telecommunications Department directly at 754-321-0396 for special assistance.

After this first week, repair calls should be made to the ETS Service desk at 754-321-0411 and requests to make changes to the way your phone system operates should be submitted using the electronic Communications Work Order following the normal process. If making a repair request - please record the Remedy Ticket Number so that you can better track the resolution to your problem.

Inventory Considerations

Because the network equipment is listed as a part of a school’s Property and Inventory assets, JDL will sign a 3290a Surplus/Transfer form for all network equipment removed from the site. ETS will process the completed transfer forms (3290a Forms) with Capital Assets. Schools should retain a copy of all 3290a forms prior to releasing them to JDL / ETS.
The purpose of this document is to define school and ETS responsibilities related to services and products received through this initiative. In accordance with the District’s system priorities, this document will serve as a tool of accountability. Please review this document and acknowledge your receipt and acceptance by signing the form where indicated.

ETS/Vendor Responsibilities:
• ETS will deliver a technology solution according to the current project plans. The solution will include:
  o ___ a campus-wide wireless overlay (including necessary cabling)
  o ___ new network electronics
  o ___ a new Proxy Server
  o ___ an Avaya VoIP Phone gateway and new phone sets
• ETS, the vendors, and/or the Teacher Technology Support Center will assist in providing necessary training to administrative, support, and instructional staff members in the operation of the phone system and sets.
• All vendors will provide installation, setup, integration, and a quality assurance check of all system components. Installation schedules are posted at http://web/ets/ni/telecom/upgrades.htm
• ETS and B-Stock will remove all out of service equipment at the close of the new system implementation.

School Responsibilities – Location Administrator or designee is responsible for assuring that the following tasks are carried out at their site:
• Assist ETS and vendors as requested in gathering site-specific data about the current network ports and the phone system.
• Clean out any items stored in the main communications room and remote closets across the campus that are not part of the current data or voice networks.
• In certain instances, additional rack space is required in the main communications room. This work will be performed by Quality communications and schools should facilitate this effort.
• In certain instances, large pieces of furniture now block access to data jacks that will need new phone cable connections. School custodial staff is expected to assist AT&T in reconnecting the new phone sets.
• Observe a “Freeze-Window” on phone changes after the date provided by ETS (about 3 weeks prior to new system installation).
• Designate an area for deliveries of new phone system equipment and provide secure storage for these items until the installation date. The equipment will arrive in several shipments.
• Acknowledge receipt of equipment deliveries from HP, Cisco, KGP, CATALYST-AVAYA, and ONEAC by sending an email to your ETS Analyst as they arrive.
• Designate an area to be used by AT&T for two days prior to cut-over for assembly and initial configuration of phone sets.
• Provide a master key to vendors as needed for the installations of all new infrastructure and equipment. All areas of the school will need to be visited including the Principal’s and Cafeteria Manager’s offices.
• Ensure that all instructional staff avail themselves of training opportunities in the use of the new phone sets, changes to the dialing plan, and voicemail platform (web training and access to user guides).
• Ensure that all staff members clean out their old Tadiran voicemail box prior to the cut-over to the new Avaya system, and perform the initial set-up of their new voice mail box.

Principal/Director __________________________________ Date ___________________
School ______________________________
ATTACHMENTS
ATTACHMENT A

PROJECT CONTACT SHEET

School/Site ____________________________ Loc# ______________

Principal________________________________________

Office Manager_____________________________________

Technical Contact/TLC________________________________

Lead School Project Contact__________________________

Head Custodian______________________________________

Area Office

Director___________________________________________

Area Instructional Technology Specialist____________________

Education Technology Services (ETS)

ETS Project Manager Jim Lavoie_________________________ 754-321-0328

Network Integration Area Contact________________________

AT&T Project Management Audrey Griffith_________________ 754-321-0445

Customer Service Desk Customer Service Specialist__________ 754-321-0411

Training

Lowrie Simon__________________________________________ 754-321-0371

Special Post-Install Telephone System Assistance

(for use within the first week after phone system upgrade) 754-321-0396

Please FAX this form back to ETS after the Principal Briefing at 754-321-0088, or scan and email it to your ETS Analyst
ATTACHMENT B

GUIDELINES FOR AUTO-ATTENDANT AND NIGHT-SERVICE USE IN SCHOOLS

PURPOSE

The purpose of these guidelines is to offer school-based leadership and staff guidance on the appropriate and effective deployment and use of the new telecommunications auto-attendant technology in the schools. The point is not to place unnecessary restrictions on the use of this new technology, but to offer practical suggestions on how to effectively incorporate it into the mix of telecommunications options in a manner that eases the burden on school-based staff, while at the same time making it easier for parents and the general public to conduct business with the schools through the telecommunications system.

GENERAL GUIDELINES

• The auto-attendant function permits schools to offer outside callers a short menu of destination options in the event school-based personnel who normally answer the phones are tied up with other callers.

• Larger schools – especially high schools with relatively large student enrollments – should consider instituting the destination menu option for all outside callers who dial the school’s main number.

• Those schools with smaller enrollments may want to continue the practice of personally answering calls coming through the school’s main switchboard. The menu option could be automatically initiated in the event school-based staff members, who normally answer the phones, are tied up with other callers.

• It is important that callers who access the auto-attendant menu be given the option of having their calls handled by a “live operator” either by pressing a designated key or simply waiting for someone to pick up the call.

• It is also important that the destinations listed in the auto-attendant menu be limited to those areas that are most frequently accessed by callers. Again, it is important that callers always have the immediate option of accessing a “live operator” by simply pressing a designated key or waiting for someone to pick up their call.

• The following are suggestions for auto-attendant menu options for schools:

  High Schools

1. Main office
2. Guidance office
3. Attendance office
4. Student Affairs office
5. Community School (as appropriate)
6. Grade-level Offices
**Middle Schools**

7. Main office  
8. Guidance office  
9. Attendance office  
10. Student Affairs office  
11. Community School (as appropriate)

**Elementary Schools**

1. Main office  
2. Attendance office  
3. Guidance office

**CONCLUSION**

It is important that there be a degree of continuity and consistency in terms of how the auto-attendant system is deployed and used at schools. One reason for this involves the impact on parents and the general public who have to navigate the options menu to get to their ultimate destinations. As it is, most people are familiar with these systems from their dealings with businesses and other government organizations. However, it remains imperative that callers be quickly given the option of speaking to a live human voice in order to reduce the potential for frustration on the part of parents and the general public. It is also important that school-based staff be available at the destinations listed in the menu options to answer calls so that callers aren't placed in endless loops or bounced back and forth between the menu and destinations where no one is available to answer the calls.
ATTACHMENT C
AUTO-ATTENDANT / NIGHTSERVICE WORKSHEET

School Name: _______________________      Main Phone Number: _____________

DAY SERVICE / AUTO-ATTENDANT

During normal hours of operation, calls that come into your main number can be initially handled by an Automated Attendant. If you opt to have this configured, ETS/AT&T needs to know the call-paths that are needed. Callers will typically be prompted with:

“You have reached XYZ Elementary School. If you know your party’s extension you may dial it at any time. You may also….

- PRESS 1 for Attendance (for example)
- PRESS 2 for ________________________
- PRESS 3 for ________________________
- PRESS 4 for ________________________
- PRESS 5 for ________________________
- PRESS 9 to repeat this menu
- PRESS 0 or stay on the line to be connected to an operator.

Some Suggestions:
- Guidance
- Student Affairs
- Grade Level Offices (examples: 6th Grade Office, 7th Grade Office, etc.)
- ESE
- Any special program  For ex. Headstart

NIGHT SERVICE

When your school is closed (nights, weekends and holidays) the Automated Attendant will handle incoming calls. Please build a brief script for the night service main greeting – you may want to include the website, school hours, or other information unique to your school. Please include the script with this attachment and plan on who will be recording the announcement. Remember to keep this brief and “to the point”. This will be recorded for your school and implemented at the time of system cut-over.

If your school has an After-Care program, remember to include in the Night Service message any information needed to assist callers in reaching the alternative number for that program after your main office closes.
## ATTACHMENT D

### Communication Closet Priority Work Sheet

**School Name:** ________________________________

Identify which communication closets should be reconfigured by priority:

<table>
<thead>
<tr>
<th>Priority #</th>
<th>Building # or Communications Closet #</th>
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<tbody>
<tr>
<td>1.</td>
<td>Main Communications Room</td>
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<td>16.</td>
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</tbody>
</table>
ATTACHMENT E

Deliverables: Acknowledgement of Receipt
(To Be Completed After the Installation of the Phone System)

School Name: _____________________________________________

Infrastructure

• Wiring (if applicable)    Date: ________
• Proxy Server            Date: ________
• Network Equipment       Date: ________
• Power Upgrade (if applicable)  Date: ________

VoIP Gateway

Gateway Installed    Date: ________

• Configured according to district standards
• Tested to ensure connectivity
• Training on General use and reporting capabilities including Malicious Call Trace

Phone Sets

Phone Sets Installed    Date: ________  Qty: Office___  Qty: Classroom___

• Configured according to school requirements
• Tested to ensure connectivity

Telephone System Training

Office Staff Training (at installation by AT&T)    Date: ________

Faculty Training: Web-based documentation and on-demand tutorials for instructional staff on the use of the new equipment and voicemail set-up.

Ongoing Support

Technical Support: All requests for service, repairs, and user assistance should be directed to the ETS Service Desk for the creation of a “Remedy” ticket and appropriate follow-up. Special assistance related to the phone system is available for one week after the cutover to the new system as detailed on page 8 of this packet.

Completed: _______________________________  Date: ______________
          ___________________________________________  Date: ______________
Principal

_________________________________________  Date: ______________
ETS
ATTACHMENT F

AVAYA Phone Sets

Standard Administrator Phone / AVAYA 9650:

Standard Switchboard Phone / Avaya 9650 + Add-on Module:

Standard Office and Classroom Phone / AVAYA 9620: