

Welcome to the Next Generation Telephony System (NGTS)!

The following documentation allows you to become familiar with your new phone as well as the new features provided via the NGTS service.

1. Support for your new NGTS telephone services is provided by your local Telecom Coordinator or Help Desk staff.
2. Only Telecom Coordinators and Help Desk staff report end user telephone issues.

To get you started using your phone, review the following:

Voicemail Quick Start User Guide

1. The link below, which will provide you more detailed instructions on using your phone:

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/9971_9951_8961/7_1_3/english/user/qsg/skw51en713.pdf

- **About the Porting Process** For the week of implementation, you're old phone remains on the desk as the main phone until that number is **ported**. Porting is a term used to describe moving an existing phone number, controlled/supplied by an existing telecom provider such as AT&T, to the new provider; in this case, Cincinnati Bell Technology Solutions (CBTS)
- Until a phone number is **ported**, inbound calls will continue to route (ring) to your existing phone. The NGTS VoIP Phone is only reachable from other NGTS State of Ohio users with Cisco phones. This is referred to as "on-net" since both you and the other users are on the NGTS solution/network.
- Outbound calls from the new NGTS Phone are possible to any phone number, on or off the NGTS solution. The phone number displayed on the receiver's phone is the same as your existing phone number.

NOTE: Five 5-digit dialing is not supported on NGTS solution and all calls must use the format of (1 + area code + 7 digits) for Intrastate calls

Remember, once your number is ported, all State of Ohio users dial the 10-digit local phone number to reach the new NGTS phone. Or, use Speed Dial.

- Your default voicemail password is, "**12345**"
- You have access to log into the user profile website to do basic tasks to your phone and change your password via <https://myphone1.ngtsohio.com/ccmuser>
 - **Your Username is yours full 11 digit phone number**
 - Your default Password to log into this site is "**12345**"

Once you have logged in you will now see this page and the only option you should have is "user options"

Under "user options" you will have access to:

- **Look at your specific phone/device**
 - Under the "device" option it will show you the phone(s) you have registered to you as well as a downloadable user guide for that selected device.
- **Change user settings**
 - Under "user settings" will allow you to change your password and PIN numbers (requires you to enter your current password/PIN as a security gate before changing)
- **Access the directory**

- Under the “directory” you can run a search for anyone in the corporate directory to look up anyone on the NGTS system via the link or on the directory button via the phone.
- **Setup your own personal address book**
 - Under the “personal address book” this will allow you to add and view anyone you want in your own personal address which can be viewed online via this link or from the directory button via the phone. To add a new entry simply click “add new” and fill in the fields (nick name is required as that is how it will show on your phone under personal directory)
- **Change/add speed dials (fast dials)**
 - Under “fast dials” this will show you all the speed dials currently on your phone (or blank if you have none programmed yet) and if you want to add new ones simply click the “add new” button to add new speed dials (keep in mind it has to be the full 11 digits of the phone number to work on the NGTS System)
- **Toggle your mobility settings (if enabled, by default this is off enterprise wide but can be requested to be setup)**
 - Under the “mobility settings – alternate numbers” this will show all the remote devices you have setup to ring as your NGTS phone rings (not on by default but the service can be requested). This allows you to change your cell phone number(s), home number, remote office number, etc. to all ring when your NGTS phone number is dialed. You can customize each one independently to ring at different times of day, day of week, or all the time.
 - The other feature under mobility settings is “allowed or blocked list”, simply click the “add new” button to add a new number that you want to allow or block from being able to reach you (by default all numbers are allowed so you can list who you want to block if you want certain number to not be able to reach you on your mobility devices)
- **View plug ins (if enabled, by default this is none enterprise wide)**

Voicemail Quick Start User Guide

<p>First Time Login for your Voicemail</p>	<p>Press the Message button on your NGTS Phone.</p> <ol style="list-style-type: none"> 1. Enter your temporary password (12345), followed by [#]. <ul style="list-style-type: none"> • <i>The First Time Login Tutorial plays. Follow the prompts to set up your mailbox.</i> <p>Work through the Tutorial and complete the Following Steps:</p> <ol style="list-style-type: none"> 1. Record your name. <ul style="list-style-type: none"> • <i>Example: "Sarah Jones."</i> 2. Record your personal greeting. <ul style="list-style-type: none"> • <i>Example: "Hello, this is Sarah Jones. I am currently out of the office or unavailable to take your call. Please leave a message after the tone, and I will return your call as soon as possible. Thank you."</i> 		
<p>Log into your Voicemail</p>	<p>To Access from Your Phone</p> <ol style="list-style-type: none"> 1. Press the Message button. 2. Enter your password, followed by [#]. <p>To Access Your Mailbox from an Off Site Location</p> <ol style="list-style-type: none"> 1. Dial your phone number from any outside phone (cell phone, home phone, etc.). 2. Enter your 10-Digit mailbox number followed by [#].(This is your phone number without the "1") 3. Enter your password, followed by [#]. 		
<p>Review Messages</p>	<p>To Review Messages</p> <ol style="list-style-type: none"> 1. Login to your mailbox. 2. Press [1][1] to listen to new voice messages. <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <p>While listening, options are:</p> <ul style="list-style-type: none"> [1] Restart Message [2] Save Message [3] Delete Message [4] Reply to Message [5] Forward Message [6] Skip Message, Save/Restore as New Message [8] Pause/Resume [*] Cancel [0] Help </td> <td style="vertical-align: top; padding-left: 20px;"> <p>After listening, options are:</p> <ul style="list-style-type: none"> [1] Replay Message [2] Save Message [3] Delete Message [4] Reply to Message [5] Forward Message [6] Save/Restore [7] Rewind Message [*] Cancel [#] Save as is [0] Help </td> </tr> </table>	<p>While listening, options are:</p> <ul style="list-style-type: none"> [1] Restart Message [2] Save Message [3] Delete Message [4] Reply to Message [5] Forward Message [6] Skip Message, Save/Restore as New Message [8] Pause/Resume [*] Cancel [0] Help 	<p>After listening, options are:</p> <ul style="list-style-type: none"> [1] Replay Message [2] Save Message [3] Delete Message [4] Reply to Message [5] Forward Message [6] Save/Restore [7] Rewind Message [*] Cancel [#] Save as is [0] Help
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<p>Personal Greetings</p>	<ol style="list-style-type: none"> 1. Login to your mailbox. 2. Press [4] to access User Preferences. 3. Press [1] for Greetings. 4. Choose a Greeting Type: <ul style="list-style-type: none"> • Press [1][1] for Personal Greeting. • Press [2] for Extended Absence Greeting. <p><i>Note: Extended Absence Greetings override all other greetings when active.</i></p> <ul style="list-style-type: none"> • Press [3] to Record Your Name. 		

Send a Message	<ol style="list-style-type: none">1. Press [2] and at the prompt, record your message.2. Press [#] when finished recording.3. Address the message by doing one of the following:<ul style="list-style-type: none">• Enter a mailbox number or a personal list number.• To spell the name of a recipient or distribution list, press [#].4. After addressing the message, you may enter one of the following options.<ul style="list-style-type: none">• Press [0] for delivery options (private, important or future delivery).• Press [6] to add additional recipients.5. Press [#] to send the message.
Shortcuts	<ul style="list-style-type: none">• Press [*] to cancel or skip back.• Press [0] to get help at anytime during a voice mail session.• Press [#] to skip something or to use the enter command.• Press [3][3][7] to delete during message playback.• Press [3][3][9] to save a message during message playback.• Press [4][3][1] to re-record your personal greeting.• Press [4][3][2] to record your extended absence greeting.• Press [4][3][3] to manage your name recording.

State of Ohio Agency Help Desk Reminders

1. The process is the same – call your local Help Desk first for the following incidences:
 - a. Phone not working, no display, no power, defective cable, etc.
 - b. LAN or WAN service – no connectivity
 - c. Use of new features such as Call Forwarding, Speed Dial, Do Not Disturb
 - d. Password set up or speed dial,
 - e. Call sound quality (See below)
 - f. Centrex call problems
2. If the issue is not resolved, call the DAS/OIT Help Desk.

Tips about Background Noise

Cisco IP phones are very sensitive. Also, there is no universal pre-set for volume control.

1. Turn up the volume on your phone during a handset call.

Thanks from the NGTS Support Team!