

PSC DESK TELEPHONE PROCEDURES

Introduction This process guide provides desk telephone instructions and procedures for PSC members.

Discussion Periodically, desk telephones need to be added, relocated, disconnected, assigned new numbers, have passwords reset, etc. Additionally, there may be a need to install phone, facsimile, or data lines where none currently exist.

Our desk telephones are serviced and supported by the Ballston ESDD-ARL IT staff who report to Base NCR at CG HQ. All requests for this type of service begin with the submission of a [CGFIXIT](#) help ticket.

Service Support Most telephone support is done at no cost by the ESDD-ARL IT Support Staff. This includes items such as phone issue troubleshooting, password resets, name display changes, and phone programming.

Items that could occur a cost are: telephone or computer lines that need to be added, replaced, or repaired; as well as new equipment (i.e. telephones/fax machines) when spares are not available.

Note: Due to the pending relocation of PSC to the St. Elizabeth's campus, requests for new telephone or computer lines will be extremely limited.

Requirements and Procedures for Phone Issues

Requirement	Procedures
Inoperative Phone Password Resets Name display Change Phone Programming	Submit a CGFIXIT help ticket. Under Service Category select Telephones and Conferencing→Desktop Telephone. Include the service request location, type of service needed; such as voicemail password reset, display name change, or any other problems occurring with your phone service.
Phone Moves	Phone moves do not require a CGFIXIT ticket if another phone exists at your new location. Simply unplug the cables from the back of the phones at both locations and swap them. The numbers and data are stored on the phones and will transfer automatically.
Phone Replacements	Phones or replacement components will not be provided without written notification from IT staff that it is required. Forward your request for replacement equipment along with the IT response to the BOPS-R staff at ARL-SG-CGPSC-BOPS-R-FINANCE to obtain new equipment.

Continued on next page

PSC DESK TELEPHONE PROCEDURES

Requirements and Procedures for Phone Issues (continued)

Requirement	Procedures	
<p align="center">Telephone, Facsimile, or Data Line Add</p>	Step	Action
	1	Because of our pending relocation, all requests of this type must be reviewed/approved by your Division Chief prior to submitting your request.
	2	Once approval has been obtained, forward your request to the BOPS-R staff at ARL-SG-CGPSC-BOPS-R-FINANCE and include the information outlined in the notes below.
	<p>Notes:</p> <p>1. <u>Required information for a telephone/Data Line TSR includes:</u></p> <ul style="list-style-type: none"> • Request Type: (Phone, FAX, or Data Line) • Office/POC for request to include DIVO approval. • If a new equipment (phone, computer) is needed • If electrical outlets are available or needed (computer or fax lines) • Room Number/Location for Jack • Reason: Why it is needed and what measures have been taken to remedy problem beforehand. 	

Voicemail Procedures

Requirement	Procedures		
<p align="center">Basic Voicemail Retrieval Procedures</p>	To retrieve messages from your Desk Phone ...		
	Step	At your desk ...	From an outside line ...
	1	Press "Message" Button.	Call your new number and when it answers press *7.
	2	When prompted to "enter extension and #", <i>press only the "#" sign.</i>	When prompted to "enter extension and #", <i>enter your entire 10 digit number followed by the # sign.</i>
<p align="center">Detailed Voicemail Procedures and Phone instructions</p>	3 Enter password when prompted. Note: Default password after a reset is "1245". For security purposes you should change your password after a reset.		
	Guide	Information Provided	
	Audix Voicemail	Provides detailed Voicemail Procedures	
	Avaya Phone	Provides instructions on using Avaya Phone	
	** Disclaimer - All functions may not be activated on our phone system		