

# NEW TELEPHONY SERVICES

THE NEW TELEPHONY SYSTEM CONSISTS OF FOUR INTEGRATED ELEMENTS

# LSE



## FIRST STEPS

### DESK TELEPHONE

Dial 88 to change your default Voice Portal Passcode.

- See page 2 for full details

### TELEPHONY TOOLBAR

Log into the Toolbar using your LSE email address and unique password (emailed to you) and change your password.

- See page 3 for full details

### COMMUNICATOR

Sign into Communicator using your LSE email address and network password.

- See page 5 for full details

### LIVE MEETING

Access Live Meeting from Outlook (using your LSE email and network password) and ensure the advanced settings are configured correctly.

- See page 6 for full details

## ADDITIONAL GUIDANCE:

Web: [www.lse.ac.uk/telephoneguides](http://www.lse.ac.uk/telephoneguides)

## FAULT REPORTING:

Tel: Extension 5000

Email: [it.servicedesk@lse.ac.uk](mailto:it.servicedesk@lse.ac.uk)

These features are being delivered as part of a project to replace the School's existing telephone system with a flexible, user-friendly service. The services you have been assigned have been confirmed by a manager in your department.

## DESK TELEPHONE



As you would expect, your new office telephone enables you to:

- Make and answer calls.
- Transfer calls.
- Initiate and participate in conference calls.
- Access and manage your voicemail settings

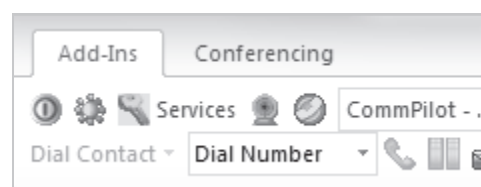
## COMMUNICATOR



A new program on your LSE computer that enables you to:

- Send and receive Instant Messages.
- Share your desktop with others.
- Display, if you wish, your current availability status to colleagues.
- Have audio and video conferences (requires headset and web-cam).

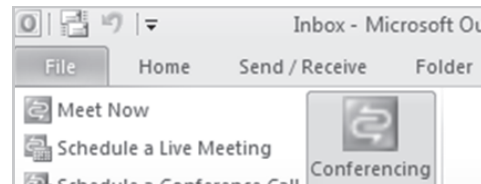
## TELEPHONY TOOLBAR



A toolbar that can be used in Microsoft Outlook, Internet Explorer or Mozilla Firefox to:

- Dial a telephone number from a web page or from email.
- Answer and forward calls.
- Manage your voicemail.
- Search the LSE Directory for colleagues and dial from the toolbar.

## LIVE MEETING



An Add-in to Outlook that allows you to:

- Create meetings and share presentations online between colleagues or external contacts.
- Schedule and attend web conferences via Microsoft Outlook.
- Record the meeting content if required.

# DESK TELEPHONE

Your new office telephone has all the traditional features you would expect: make and answer calls, transfer calls, initiate conference calls and access/manage your voicemail.

## OVERVIEW OF DESK TELEPHONE



## KEY FEATURES OF THE DESK TELEPHONE

### CALL MANAGEMENT

- **Making a call:** Leave handset on hook, dial required number then lift the handset.
- **Answering a call:** Pick up the handset.
- **Ending a call:** Hang up the handset or press the 'End Call' soft key.
- **Operator:** Dial '100' for the Operator.
- **External Line:** Don't dial '9' for an outside line, just dial the number.

### CALL TRANSFER

- During a call press the 'Transfer' soft key (to put the caller on hold) and enter the transfer phone number.
- Either wait for the user to answer or press the 'Transfer' soft key immediately.

### CALL HOLDING

- During your call, press the 'Hold' button to place the user on hold. Press again to resume the call.

### CONFERENCE CALL

- Call the first party as described in Call Management.
- Press 'Conference' soft key to put caller on hold.
- Dial the second party and press the 'Conference' soft key to add them to the call.

### MUTE / UN-MUTE

- During your call, press the red 'Mute' button. Press again to unmute. During mute you can hear the other party but they cannot hear you.

## GETTING STARTED

To start using your telephone you must first change your Voice Portal passcode and record a voicemail greeting:

- Dial 88 from your telephone.
- When prompted enter the default passcode emailed to you by Telecoms followed by hash (#).
- Follow the instructions to enter your new passcode and to record your new voicemail.

## PASSCODE REQUIREMENTS

Your passcode must conform to the below criteria:

- At least five digits and not the same repeated five times.
- Not your own extension number forward or reversed or the previous code used.

## VOICEMAIL

- The message waiting indicator will flash red to indicate you have voicemail.
- Dial 88 to access voicemail and enter your passcode
- Follow the voice prompts to access your voicemail.
- By default all voicemail is also sent by email.
- Access your voicemail externally from 020 3040 4599

## DISPLAY CONTROL KEYS

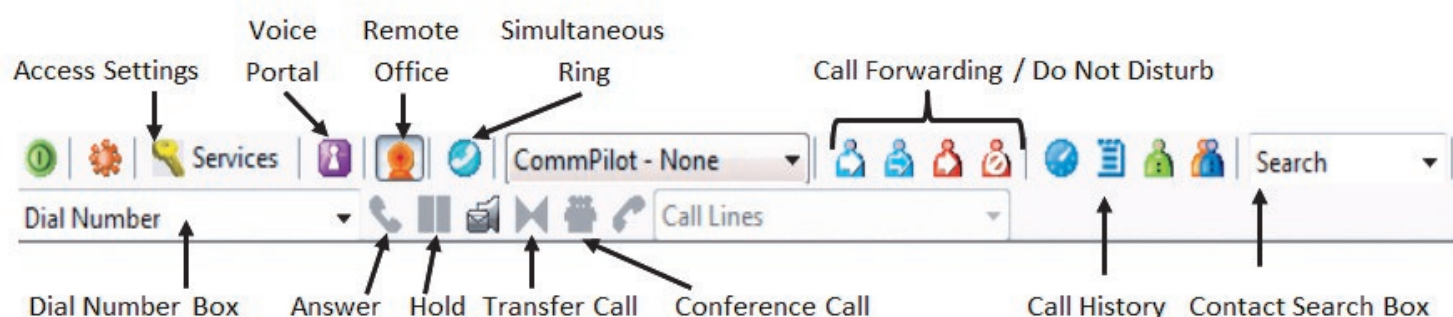
- Up arrow – Speed dial information.
- Left arrow – Received calls.
- Down arrow – Missed calls.
- Right arrow – Placed calls.

## KEY SHORTCUT CODES

With the handset on the hook, dial the following codes followed by the 'Dial' button:

**3	Pick up a call to a colleague's telephone (if in a group pick up).
88	Access voicemail and change voicemail greetings.
*72 + number	Activate call forwarding - immediately forwards all incoming calls to a specified number.
*73	Deactivate call forwarding.
*21	Automatically transfer all calls to voicemail.
#21	Deactivate auto transfer of calls to voicemail.

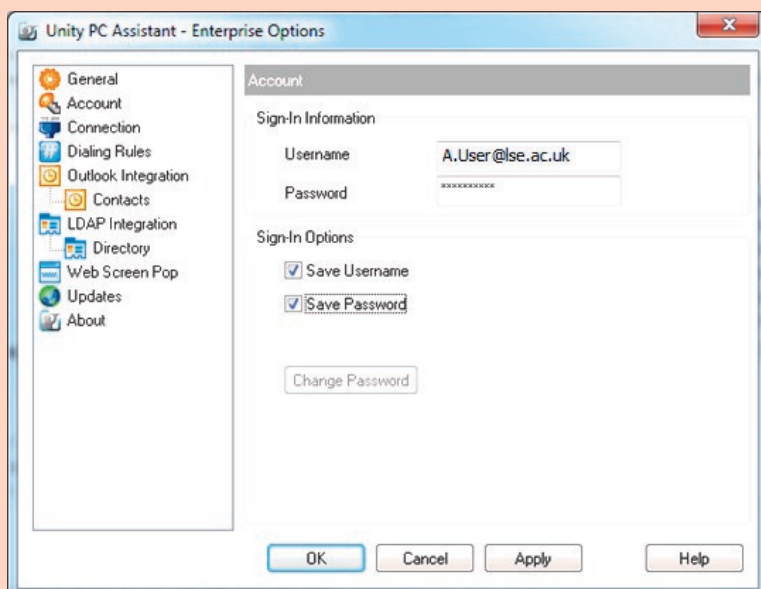
## OVERVIEW OF TELEPHONY TOOLBAR



## GETTING STARTED

To start using the Telephony Toolbar you must first log in and change the default password:

- Open Microsoft Outlook or a browser in the standard way.
- The 'Enterprise Options' dialogue box will display.
- Ensure you are in 'Account' and enter the Username and Password:
  - Username: Your LSE email address in the format A.User@lse.ac.uk (with initials capitalised).
  - Password: See the email received entitled 'New Telephony Services'.
- The 'Password Change' dialogue box will display.
- Enter your old password and choose a new one, ensuring it conforms to the password policy.
- Click 'OK' to close the dialogue box.
- Tick 'Save Username' and 'Save Password'.
- Click 'OK' to close.

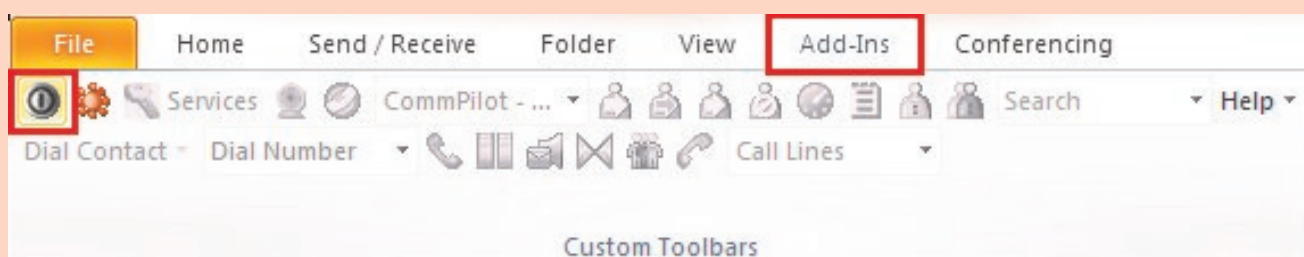


## PASSWORD POLICY

- At least eight characters and not your login ID.
- Contain at least one UPPERCASE alpha character.
- Contain at least one lowercase alpha character.
- Password cannot be any of the last eight passwords.

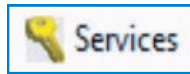
## CHANGE PASSWORD WITHIN MICROSOFT OUTLOOK TOOLBAR

If the dialogue box (above) does not display when opening Microsoft Outlook, navigate to the 'Add-Ins' tab and select the 'Log-in' icon from the toolbar to access the options dialogue box.



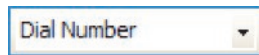
## SERVICES

- The 'Services' button gives you access to a large range of configurable phone settings.
- It can be easier to configure phone settings (e.g. voicemail and speed dial) using the toolbar rather than on the telephone.
- To modify a setting, click on the desired area and enter the information requested for that service.
- For example, to enable 'Call Forwarding Always':
  1. Click on 'Call Forward Always' in the Services Dialogue and click 'On'.
  2. Enter a desired number which all incoming calls will be forwarded to.
  3. Click 'Apply'. All incoming calls will now be forwarded to this number until it is deactivated.



## CALL MANAGEMENT

- **Dialing a number:** Type a phone number in the 'Dial Number' box and press Enter on your keyboard.
- **Receiving a call:** From within the toolbar, click 'Answer' to accept an incoming call.
- **Transferring a call:** Select 'Hold', from the toolbar, call the destination number and click 'Transfer'.
- **Ending a call:** Click 'End' to finish an incoming or outgoing call.



## CONTACT SEARCH

- To search for a contact enter a name or number into the search box and press enter on your keyboard.
- This will return a list of related contacts based upon the criteria entered.
- Click on the number associated with the contact required to dial them directly from the toolbar.



## CALL NOTIFICATION

When you initiate or receive a call, a notification window is displayed. Click the text to answer the call.



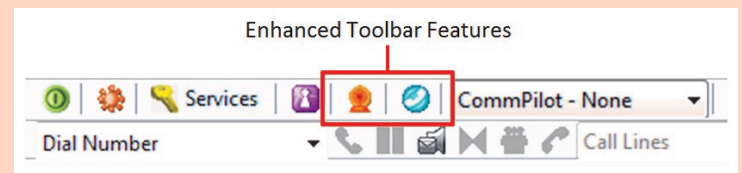
## AMENDING CALL SETTINGS REMOTELY

To amend your call settings from a different computer (e.g. when you are working from home), please visit [www.lse.ac.uk/telephoneportal](http://www.lse.ac.uk/telephoneportal) and enter the username and password that you use to access the Telephony toolbar.

## ENHANCED TOOLBAR

The Telephony Toolbar has two variations – standard and enhanced.

The enhanced toolbar requires a specific licence which Departmental Managers must authorise. Please be advised that Remote Office and Simultaneous Ring features, when used with mobile phones, will incur mobile call charges.



The enhanced toolbar is recommended for staff who either regularly work from home, or who work on the move. The features that enable these working patterns are

- **Remote Office:** Utilise a separate telephone such as a home phone, as if it was your business phone. Making a telephone call from your remote device will display the number as if it was your desk telephone.
- **Simultaneous Ring:** Enables more than one telephone to ring at the same time e.g. your desk and mobile telephones.



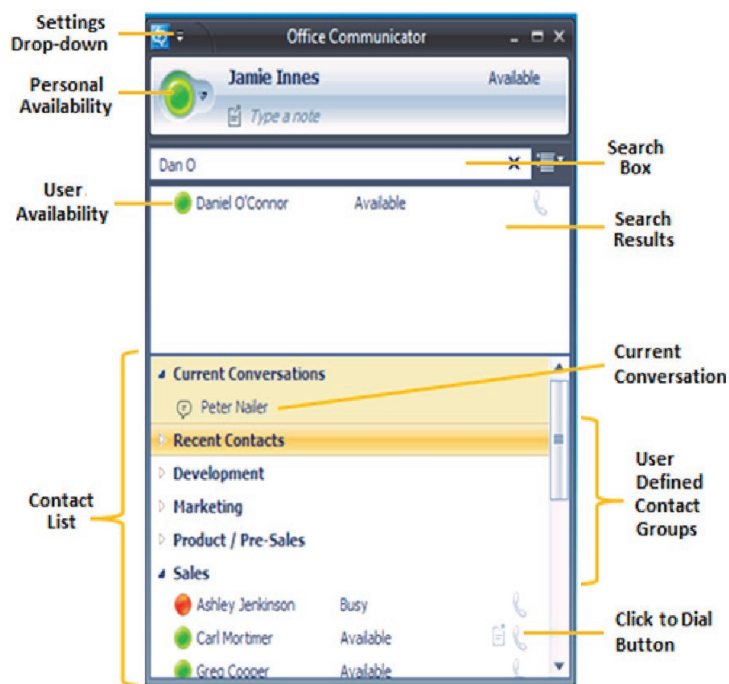
Detailed guidance on the enhanced toolbar features are available from: [www2.lse.ac.uk/telephoneguides](http://www2.lse.ac.uk/telephoneguides)



# COMMUNICATOR

Send and receive Instant Messages, share your desktop and see the availability of colleagues. With a headset or web-cam you can also initiate or contribute to audio or video conferences.

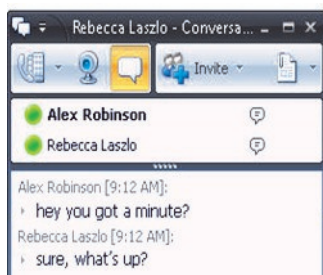
## OVERVIEW OF COMMUNICATOR



## KEY FEATURES OF COMMUNICATOR

### INSTANT MESSAGING

- Double-click on a contact name in the Contact List to open a conversation window.
- Type your message and press enter.



### DESKTOP SHARING

- Start an Instant Message with someone (by double clicking on their name in your contacts list).
- Click the 'Desktop Sharing' icon to begin sharing your desktop.



### AUDIO CONFERENCING (Requires headset)

- Audio conferencing is available for PC to PC calls, you cannot call desk phones or external numbers.
- Click the phone icon next to the first person with whom you wish to have an audio conference.
- For a conference call, hold CTRL and click to select multiple users. Then right click on one of them and select 'Start a Conference Call'.



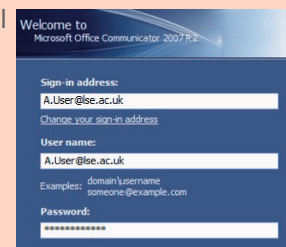
## GETTING STARTED

To start using Communicator you will first have to log in using your standard LSE email address and password.

- The Communicator welcome screen should appear automatically on your computer when it is first switched on.
- If the screen is not displayed, navigate to 'Start > All Programs > Microsoft Office Communicator 2007 R2' to open.

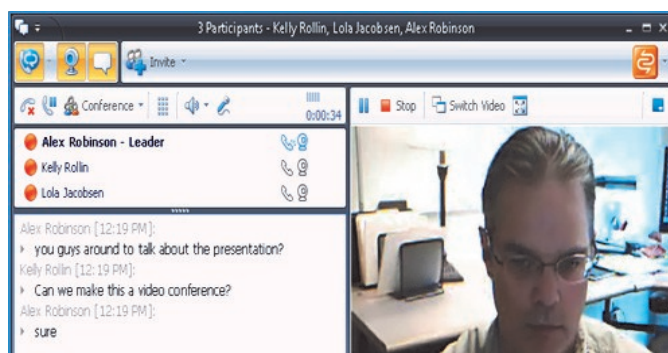
Sign in using the below information:

- Sign-in address: Your LSE email address in the format A.User@lse.ac.uk (with initials capitalised).
- Username: Your LSE email address in the format A.User@lse.ac.uk (with initials capitalised).
- Password: Your standard LSE password.



### VIDEO CONFERENCING (Requires headset/web-cam)

- For a single video conference right-click on a contact and select 'Start a Video Call'.
- For a conference call hold CTRL and click multiple users, right-click, select 'Start a Video Call'.

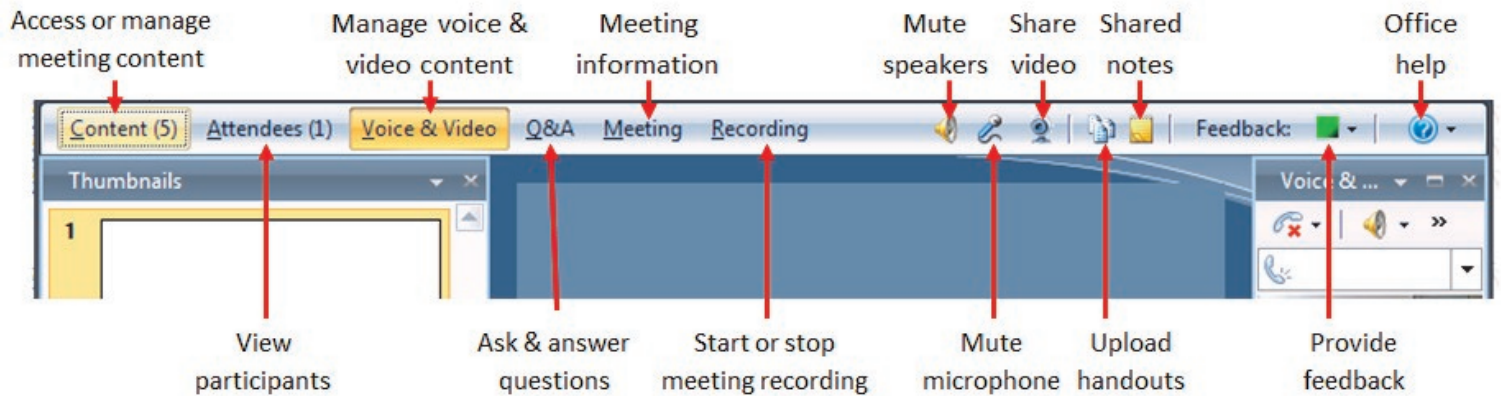


### AVAILABILITY(PRESENCE)

- Availability can be linked to your Outlook Calendar, showing when you're in meetings. (Settings > Tools > Options > Personal Information Manager > Microsoft Office Outlook.)
- Alternatively, availability can be set manually by clicking the drop down in personal availability.



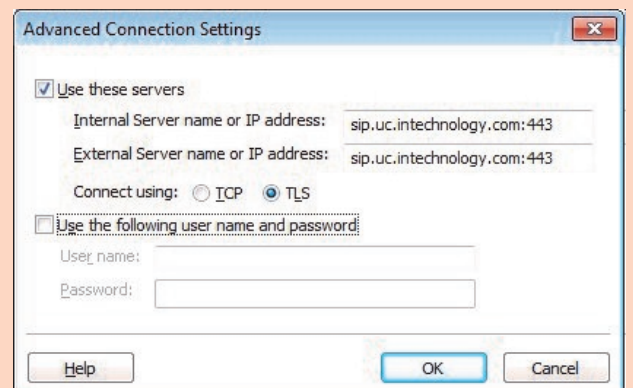
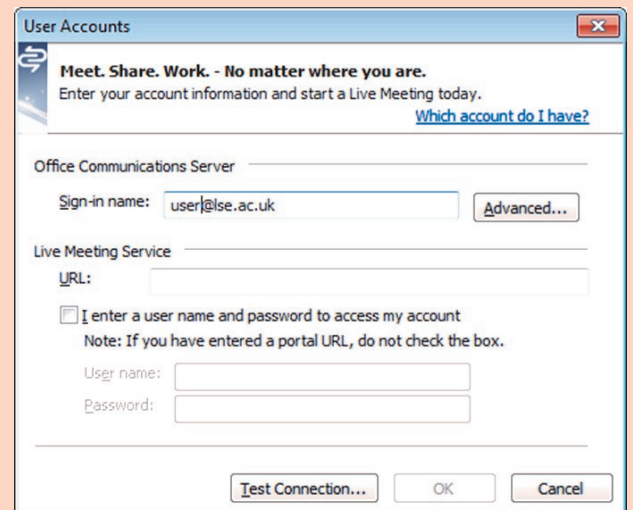
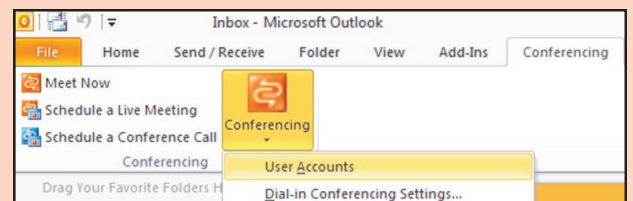
## OVERVIEW OF LIVE MEETING



## GETTING STARTED

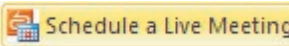
Live Meeting integrates with Microsoft Office to enable meetings to be scheduled with ease. The Live Meeting add-in will automatically have been added to Outlook, please follow the below steps to ensure it is configured appropriately.

- From Within Microsoft Outlook select the 'Conferencing' tab.
- Select 'Conferencing > User Accounts'.
- Ensure your Sign-in name is your LSE email address in the format A.User@lse.ac.uk (with initials capitalised).
- Click 'Advanced' and check the below settings are correct:
  - Internal Server name or IP Address: sip.uc.intechnology.com:443.
  - External Server name or IP Address: sip.uc.intechnology.com:443.
  - Connecting using: TLS.
- Click 'OK'.
- Click 'Test Connection' to successfully verify the connection.
- Click 'OK' to exit the 'User Accounts' dialogue box.



# KEY FEATURES OF LIVE MEETING

## SCHEDULING A LIVE MEETING

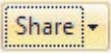
- From within the Outlook 'Conferencing' tab click 'Schedule a Live Meeting'. 
- An Outlook Appointment window will open.
- Enter the details of the people you wish to meet with in the 'To...' field
- Add an appropriate meeting start/end time and subject.
- Click 'Send' to notify the participants of the meeting request. They will receive an appointment detailing the information they need to join the Live Meeting.

## ACCESSING A LIVE MEETING

If you have received a Live Meeting invite, the message details will contain the link and relevant access codes needed to join the meeting. Follow the link provided and input the meeting ID when directed.


## PRESENTER OPTIONS

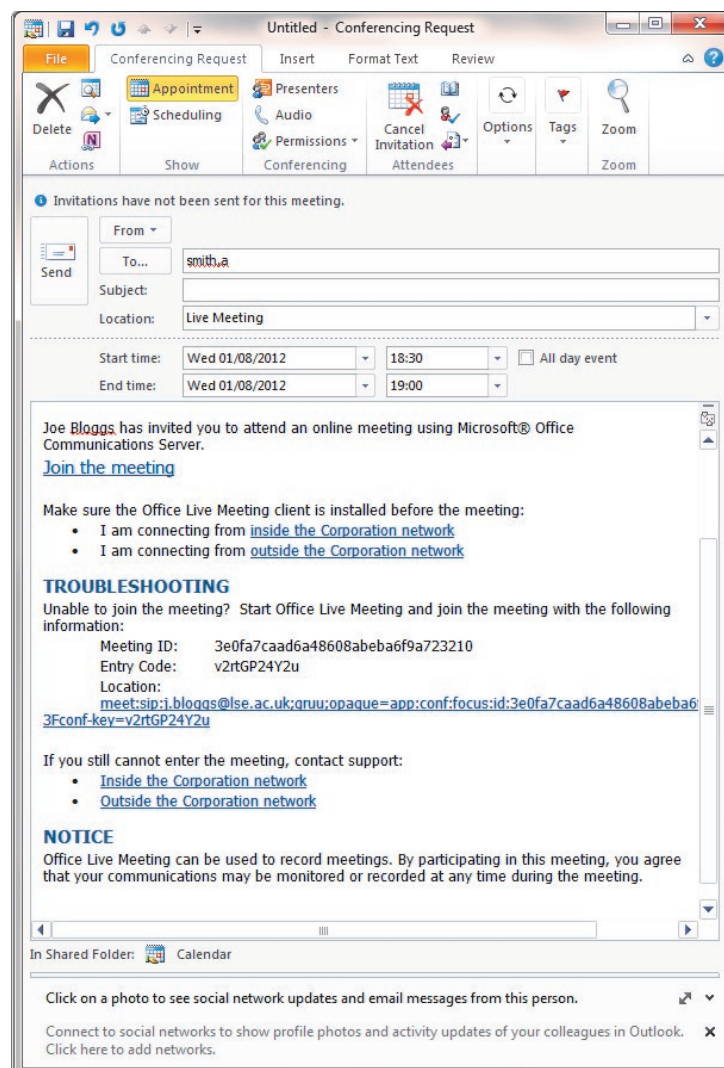
During meetings, presenters can show a prepared presentation, upload Microsoft Office documents, and share their desktop or a chosen application. To share a file:

- Click Content > Share > Upload File (View Only). 
- Navigate to the file you want to add.
- Click 'Open'. The 'Upload File (View Only)' dialogue box appears, stating that files may be scanned for viruses. Click 'Continue'.
- Microsoft Office Live Meeting converts the file and adds it to the Content list.

## SHARED NOTES


With the shared notes feature, you can take and save notes that you can also share with attendees during the meeting.

- In the toolbar, click the 'Shared Notes' icon. 
- In the text box, type your notes for all participants to see.



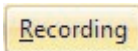
## QUESTIONS AND ANSWERS

Presenters can use the Q&A pane to review and respond to attendee questions. The Q&A pane identifies the person who asked the question and the time that the question was posted.

- In the toolbar, click 'Q&A.' The Q&A pane appears with a list of all questions received from attendees. 

## CONFERENCE RECORDING

Meeting organizers and presenters can enable recording for their meetings and allow you to save the recording to your Live Meeting service conference centre or your computer.

- In the toolbar, click the 'Recording' icon to initiate the meeting recording. 



# ADDITIONAL FUNCTIONALITY

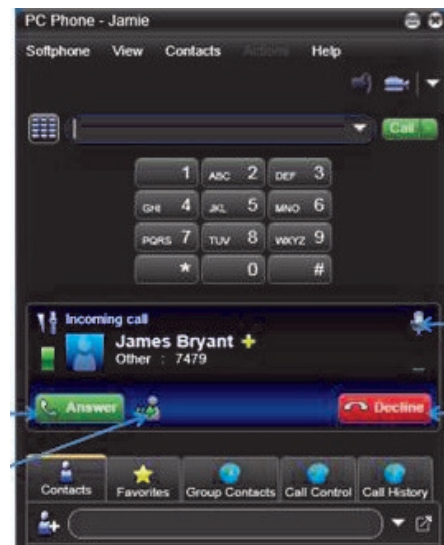
## SOFTPHONE

Softphone is a software application that allows remote users to make and receive calls from a PC or laptop.

The Softphone gives users the ability to:

- Make and receive audio calls directly from your computer, without the need for a telephone.
- Make and receive video calls with other Softphones.
- Manage call control settings ( e.g. Call Forward, Remote Office and Simultaneous Ring)

Please note that the Softphone uses a separate license and authorisation from Departmental Managers is required.



## HOT DESKING

This functionality is assigned to a designated telephone rather than to a staff member. Hot desking gives you the ability to:

- Log in to the hot desk telephone and use it as if it were your desk telephone.
- Route your regular desk number to the hot desk phone, answering calls as if you were at your desk.
- Make phone calls from the hot desk as if it were your desk telephone.

## NON WINDOWS SOFTWARE VARIATIONS

### STANDARD SERVICES

- **Telephony Toolbar:** A version of this software is also available for Mac and Linux operating systems.
- **Communicator:** Communicator for the Mac is available as a standard package on Mac Office 2011. Your LSE network credentials will be required to log on.

### ADDITIONAL FUNCTIONALITY

- **Softphones:** Softphones are available for Mac, Android, iPhone and iPad devices, in addition to Windows PCs/laptops.

Please see [www.lse.ac.uk/telephoneguides](http://www.lse.ac.uk/telephoneguides) for updates and information on how to download these applications.

