

## VoIP Frequently Asked Questions

### VoIP Project Questions

#### What is VoIP (Voice over Internet Protocol)?

VoIP describes the methods and technology used to transmit voice communications across the Internet, rather than through a telephone network. Currently most locations contain a telephone jack for the phone and a network jack for the computer, but now locations will now share the network jack between the computer and phone.

#### How do I know when my location is scheduled?

A tentative [Schedule \(Click Here\)](#) is on the website which will give you an approximate date. Because so much work is involved in order to switch a site from a legacy phone system to VoIP the schedule cannot be finalized until about a month before the migration

#### How can I prepare for the migration?

To prepare, review the VoIP website and training material. We will contact all principals and work location supervisors for locations on specific instructions.

#### Will the telephone service be impacted during the migration?

Yes. A building may be impacted for 1-2 minutes after.

#### Will training on the new VoIP system be available?

Yes. We will provide training resources at [www.houstonisd.org/voip](http://www.houstonisd.org/voip) including interactive guides, print outs and we will offer training on site for anyone that needs it.

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### New Phone System Questions

#### How do a make internal phone calls?

Internal- When calling your location or any other HISD VoIP location you can use the extension or you can dial 9 and the entire ten digit number.

#### How do a make external phone calls?

External- When dialing outside of the organization you must dial 9 and the entire ten digit number.

#### How do I make long distance?

You will need a long distance code to make calls from your VoIP phone. You will need to fill out a Long Distance Form. This form needs to be signed by your Principal or Work Location Supervisor and sent to the Helpdesk.

#### How do I access voice mail?

Please see the [Voicemail Instruction \(Click Here\)](#) for more details on how to check your voicemail.

#### Can I access my voice mail from outside of my work location?

Yes. Please see the [Voicemail User Guide \(Click Here\)](#) for more details on how to check your voicemail.

By dialing your ten-digit number and waiting for your voicemail. During your voicemail greeting press \* you will be asked for your ID (which is your 5 digit extension) and then you will be asked for your pin once you enter in the correct credentials you can manage your voicemails from any phone.

### **How can I use a headset with my Cisco phone?**

Yes. Only certain headsets are supported by HISD Telecom Dept. Please check [www.houstonisd.org/voip](http://www.houstonisd.org/voip) to see an approved headset list.

### **How do I send a fax?**

Fax machines will also have a small change, you will no longer have to dial 9 before the fax number.

### **Will my phone number change?**

Each location will maintain up to two phone numbers; the main line and the main fax number. All other numbers will change.

### **How can I receive a directory of phone numbers for my location?**

The Principal or Work location supervisor will receive a copy of the directory which contains all the numbers of a location.

### **How do I move, add or change a phone? How do I get assistance with my telephone system?**

For issues related to your VoIP telephone system please contact The HISD IT Help desk at (713)892-7378

### **How does my computer and phone work together?**

These devices are independent of each other. You can use your Computer while you talk on the Phone. Your computer does not have to be on or off to use the phone. Your phone should not affect your computers speed. Your phone can be plugged directly into the wall and does not need to be connected through the computer.

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## **Emergency Service Questions**

### **What happens if the phone system is completely down or we have a Power Outage:**

During a full power outage your VoIP telephone system will be nonfunctional, please use your locations emergency (Red) Phone.

### **What happens if the network is down?**

When the phones do not have the proper network access the display on the phone will read “Primary Phone Service Degraded” due to them being in Survivable Remote Site Telephony (SRST) mode. This means that your phone will work with limited functionality. This is what you can expect while in SRST mode:

-Internal calls will function as normal. (You can call any VoIP phone within your location)

-External outbound calls will be limited to 3 consecutive calls at a time. (Outside your location)

### **Who should I contact during an emergency?**

911 can be contacted by using your VoIP telephone phone in accordance with any rules setup by your work location supervisor. If the telephone system is down, please use the emergency (Red) phone located in the Main Office.

### **Does 911 have the correct information?**

Yes. We have tested 911 to verify that your facility address is displayed correctly to the 911 staff members.

### **My question isn't on this list; where do I go from here?**

If you have questions about your VoIP phone or service please contact the help desk and have ticket opened with questions, comments or concerns.