

VoIP Migration

Overview

Starting in June 2015, HISD will be migrating all telephones to Voice over Internet Protocol (VoIP). VoIP is a digital telephone solution that replaces traditional telephone systems. With VoIP phone transmits calls over the same data network that your computer uses. Combining voice and data over the same network means you have more control over your phone and its features.

Each location will be upgraded according to schedule as an initiative which is aimed at digitally transforming communication and collaboration across the district. The upgrade is necessary to ensure that all schools and district offices are equipped with the best telephone connections and equipment so they can effectively and efficiently communicate, collaborate and support students and staff.

What to Expect

HISD Information Technology staff members have spent the last several months researching and developing a plan for the technology migration and have conducted a “test run” with a pilot group of schools. The end result is an implementation plan which will occur in a multiphase migration.

Preparation – The project teams will contact the work location supervisor/principal to collect a phone directory and other information. The migration will require several visits to your work location/campuses. For Site Surveys, Phone Lines installation, New Network Equipment. Etc.

Migration – A team will visit the work location/campuses to place a VoIP phone in each work area. At a convenient time the phone services will be switched to the new system. After the system is migrated the team will remove all legacy equipment.

Training – The training department will be onsite to provide training when requested. Training for your staff members is also available online.

The exact date and time of your migration will be communicated to you by your work supervisor. Every effort will be made to coordinate closely with school administration and work location supervisors to make this technology upgrade as smooth as possible.

Let's get Started!

Ensure that you communicate the changes to your staff members and stay up to date by visiting www.houstonisd.org/voip often. If you have any questions please email voip@houstonisd.org

For more information, visit www.houstonisd.org/VoIP