

ADDITIONAL INFORMATION ON VOICE AND DATA SERVICES

Phone

- ✚ On the day of the move, the phone and fax extensions to be relocated will lose connection in the current location and extensions will gradually become available in the new location. Your current extension will be relocated with the existing programming and voicemail.
- ✚ Your existing phone handset and phone fly lead is to be packed for relocation to the new building.
- ✚ You can forward all calls to voicemail or to another number during the outage period if you wish.
- ✚ After the move:
 - Connect your phone fly lead to the communications outlet activated for your phone line. Usually the lowest even outlet number. If unsure of the outlet number, the Move Co-ordinator has the voice and data activation list.
 - Check that you have dial tone & can make a call.
 - Any staff with new phone numbers will need to set up your Voicemail box & those with new handsets will have to program forwarding on your handset. See below for reference to Voicemail instructions.
 - Remove any temporary forwarding you completed before the move.
 - Note: if anyone has a handset fly lead with the old style wall plugs you will be issued with RJ45 fly leads by your Move Co-ordinator.

Data

- ✚ A blue fly lead will be left in the outlets that have been activated for data.
- ✚ After you have connected your PC, you should be able to power on and start work as usual.

Reporting Problems or Making Change Requests

A Relocation Help Desk has been set up to deal with all questions or problems, including those relating to phone or data connection. To report a problem or to request a change please contact the building Help Desk.

To enable effective assistance it is important that you provide sufficient information.

To report phone faults the following information should be provided to the Help Desk:

- Extension number.
- The full outlet number that the phone is connected to (sample format of details on the outlet faceplate - 2060-C2-P5-14)
- Details of the problem or request.
- Contact name.
- Contact phone number or email address so we can reach you if additional information is required.
- Room number.
- If a service is to be relocated please provide all the information above plus the destination room and outlet number

To report data faults the following information should be provided to the Help Desk

- The full outlet number that the PC is connected to (sample format of the information on the outlet faceplate - 2060-C2-P5-13)
- Details of the problem or request.
- Contact name.
- Contact phone number or email address so we can reach you if additional information is required.
- Room number.
- If a service is to be relocated please provide all the information above plus the destination room and outlet number.

General Information

- Following the move, priority will be given to rectifying faults. Approved changes will be bundled and completed after the first day.
- As a general principle, phones are usually activated on even outlet numbers (e.g. 3060-C1-P3-8). Data is usually activated on odd outlet numbers (e.g. 3060-C1-P3-7).
- If you need a longer fly lead for your phone or PC, limited quantities are available. Please request via the Help Desk.
- Do not move the data fly lead to another communications outlet or move the phone handset from the nominated outlet– it will not work.
- Communications Services staff on site or at the IT Service Desk are not authorised to respond to verbal requests or changes. All faults or requests on the day must be submitted via the building Help Desk.
- After the first day fault reports or changes for IT Services should be reported to your local IT support staff. After a day or so all requests should revert to the normal IT Service Desk procedure - (phone x51333 or email servicedesk@unsw.edu.au)

Voicemail -

Voicemail is a computerised voice messaging system provided by IT at UNSW. It is available to all staff at Kensington and comes free of charge for all standard services.

Voicemail boxes should be installed on all phone lines. For directions on voicemail follow the link

<https://www.it.unsw.edu.au/staff/telephony/services/voicemail.html>