

Appendix 3-D: Executive Row Checklist

Converting senior management to their new IP phone system will be a different process than converting your standard IP phone user. Use the executive row checklist as a reminder of the specific consideration or task these users might require. This appendix is also available at <http://www.ciscopress.com/1587200880>.

- Spell check by name on all number changes within voice mail and in the local and global directory.
- Ask senior managers which phones they want to keep and which ones you can remove.
- Verify with PBX dump so that you know which numbers are already assigned to users.

- ❑ Remind users to update their voice mail distribution list when number changes occur.
- ❑ Identify users who have more than one number, and ask if they prefer a separate voice mail for each or if they want multiple lines to roll into one voice mail.
- ❑ Submit global directory updates.
- ❑ Follow up with engineering to ensure that global directory is updated for all CallManagers.
- ❑ Ask whether additional phones are required in public areas where there were none previously.
- ❑ Identify how many admins will require the 7914 expansion modules, and preorder them to accommodate each one's needs.
- ❑ Verify that all voice mailboxes for shared line appearance confirm that voice mails are being directed to the right user. Press the Messages button to conduct a quick test.
- ❑ Identify the number of rings preferred by each admin and his manager. (Preferences will vary.)
- ❑ For all senior executive conference rooms, ask if the silent ring option is required. Some vice presidents do not want the disruption of a second phone ringing while they are in a meeting.
- ❑ Senior executive offices often have heavy call volume and might have ACD functionality that will route callers to a secondary office or number (that is, a prompt to allow callers to press 1 for shareholder info, press 2 for media questions, and so on). If this is the case, work with Telecom to route these calls appropriately on the IP phone. A simple phone swap-out does not automatically continue this feature.
- ❑ Test for understanding, and make sure that all admins know how to transfer calls directly into voice mail. This is a common function, but it is conducted differently on an IP phone.
- ❑ Provide a visual confirmation of all phone changes so that both the implementation team and the administrative staff agree to the new phone configuration.
- ❑ Confirm that the standard numbers of shared line appearances are enough; users with heavy call volume might require additional line appearances. Forgetting this step could result in numerous full voice mailboxes from missing incoming calls.
- ❑ Use the conversion as an opportunity to clean up unused phone lines (including analog) and remove any phones that are no longer being utilized.

Appendix 3-E: User Frequently Asked Questions

A FAQs list will become useful as the IP phone conversion begins. This FAQ list will serve useful as you begin to capture and build your own FAQ document. This appendix is also available at <http://www.ciscopress.com/1587200880>.

IP Phone Support Information

- General questions
- Using IP Phones
- Troubleshooting general questions

Cisco IP Phones

- What is an IP Phone?
- When will I get an IP Phone?
- Why are we using the Cisco IP Phone?
- How can I get an IP Phone for my house?
- How can I order the appropriate headset/cord for my IP Phone?
- How do I request or suggest features for IP Phones?
- How do I drop or end a call?
- How do I forward all my calls?
- How do I program my speed dial?
- How do I use the directories?
- How do I adjust the ringer volume?
- How do I change the ring sound?
- How do I connect two IP Phones with only one phone jack?
- How do I adjust/save speaker volume levels?
- How do I transfer a call?
- How do I place a conference call?

Troubleshooting

- How do I report problems with my IP Phone?
- My message waiting indicator (MWI) is not working. What's wrong?
- What do I do if my IP Phone appears "dead"?
- What do I do if my IP Phone appears to be in configuration mode or registering mode?
- What do I do if my IP Phone is stuck in configuring mode?
- IT Internal Technical Support Library FAQs—*(insert internal URL here)*.