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State of Illinois Centrex Conversion

Master User Spreadsheet Reference Guide

Version 1.0

9/19/2017

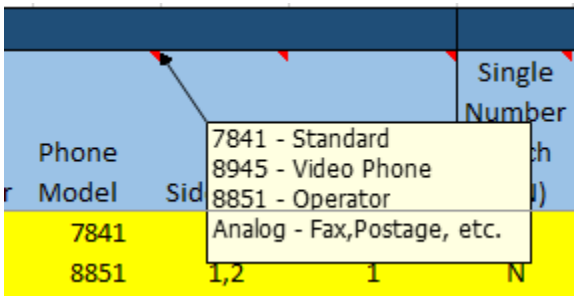
Master User Spreadsheet Conventions

User/Phone Information										
Cost Center	Last Name or Description	First Name (If applicable)	UserID (Consolidated Agencies Only)	Email Address	Floor #	Room or Cube #	Jack Number	Phone Model	Sidecar	Calling Permissions
	Doe	John		john.doe	2	20	A22	7841		3
	Smith	Jane	Jane.Smith	jane.smith@illinois.gov	3	1	B1	8851	1,2	1
	Miller	Sam		smiller@agency.gov	1	101	C42	7841		3
	Mail Room Fax				3	Mail Room	B57	Analog		3

1) Rows highlighted Yellow are provided as example data to help fill in the sheet.

Please remove these rows prior to submitting the Master User Spreadsheet.

2) Cells with a red carat have comments assigned with additional information that may help in filling in the correct information. To display the comment, hover over the cell with the mouse cursor.



3) Each row represents a single phone and it's configuration

4) The column groups titled “Phone Line Button #” refer to a specific button on the phone.
   - The picture below shows how the column groupings map to a Cisco 7841 IP Phone.

5) The phone button columns with “Type – Line Only” only need to be filled in if the type column is set to “line” for that button. Otherwise, these columns should be left blank. Additional information on the columns and how to fill them in can be found in the Spreadsheet Column Reference section.

Phone Features Overview

Phone Button Types

The buttons on the phone can be programmed in multiple ways. They can do one of the following:

- Line – The button is assigned an extension that is answerable. E.g. Can make or receive calls
- Speed Dial (SD) – The button acts as a quick dial that calls the specified extension when pressed.
- Busy Lamp Field (BLF) – This button type also acts like a speed dial but in addition provides the status of the specified extension.
    - Busy lamps will change the color of the button depending on the state of the line it monitors:
        - Solid Red – The line is in use on another phone
        - Solid Amber – The line is on hold
        - Flashing Amber – The line is ringing

Side Cars

The Cisco 8851 (Operator Phone) is capable of adding additional modules called "Side Cars," that increase the number of buttons on the phone. Each side car will add a total of 36 buttons that are split between two pages. The 8851's can support a maximum of two side cars which will add a max total of 77 buttons.

The additional buttons can be programmed the same as the buttons on the phone and can be a line, speed dial, or busy lamp field.

The 8851 can power itself and one side car natively. If a second side car is required, a power brick will need to be ordered to provide sufficient power.

Please see the Cisco 8851 Side Car – Operator Side Car section below for a picture and overview of the buttons.

Smart Record

Smart Record enables compliance call recording on the phone. It can be enabled on individual lines or on all lines on the phone and can be set to selectively record or record all calls.

The recorded calls are accessible via a web portal where they can be reviewed and downloaded.

The Smart Record feature has additional cost associated with it. Please see the BCCS web site for more information.
http://www.illinois.gov/bccs/services/catalog/voice/voip/Pages/default.aspx

Voice Mail Zero Out

Sometimes callers do not want to leave voice mails and instead want to be rerouted so that can talk with someone without having to hang up and dial back in. The voice mail boxes have the option to allow callers to press “0” to escape voice mail. A common use case is for an executive’s mailbox that offers a zero out to their assistant’s extension.

To enable this feature, provide the destination phone number that will be used when the caller presses “0.”

Call Pickup Group

Call Pickup Groups allow members of the group to retrieve calls ringing on other phones in the group without having the line on the phone. Comparable to *19 on Centrex.

Unlike *19 on Centrex, the phone can be notified of a call that is eligible for pickup in a couple different ways:

- Audio – A beep will play from the speaker phone when the phone is not in use or will play from the handset/headset if the phone has an active call
- Visual – A message will display on the phone screen to tell the user that a call is eligible for pickup.
- Both Audio & Visual
- None – This will not prompt the user in any way, they will have to hear another phone ringing and try to pick up the call.

Only one call pickup group can be assigned per line.

Phone Features only available to consolidated agencies on the Illinois.gov domain

Some features are only available to agencies that have consolidated with CMS and are members of the Illinois.gov domain. These features need to have a valid Illinois.gov account to use for login in order to function properly.

Please ensure an Illinois.gov userID is included on the Master User Spreadsheet for the phone(s) that will have the below features enabled.

Single Number Reach

Single Number Reach allows calls to the desk phone to also ring to another device (e.g. cell phone) simultaneously.

It offers the following benefits:

- Users can receive calls while out of the office without having to give out their cell or forward all calls. The remote caller only knows the desk phone number and will not see the users cell phone number if answered there.
- Calls can be transitioned from the desk phone to cell phone without having to transfer. Calls can also be transitioned from a cell phone to the desk phone without having to hang up and call back.
- Schedules can be set so that the cell phone is only called during business hours.
- If the caller goes to voice mail, they are returned to the desk phone's voice mail so callers aren't leaving business call voice mails on the user’s cell phone.

CCMUser Web Portal

CCMUser is a web portal that allows users to modify simple phone level settings. It offers the following benefits:

- Manage and update speed dials.
- Set and update the call forward all setting for lines on the user's phone
- Manage Single Number Reach (if enabled) settings such as:
    - Remote destination number (e.g. Change the cell phone number to use)

- Enable a schedule to control when the remote destination is called (e.g. business hours)

Jabber

Jabber is an application that runs on the user's workstation. It offers the following benefits:

- Contact list that shows other users status (E.g. On the phone, presenting)
- Outlook integration, status will also show if the users are in a meeting or presenting
- Visual voice mail - Users can view and play back voice mails from within the client
- Desk phone control - Users can click a phone number in outlook and Jabber will tell the desk phone to call it without the user needing to dial the number manually
- Instant messaging

The Jabber software client is automatically pushed out to the workstations by CMS.

Single Inbox

When a voice mail is left for the user, Single Inbox automatically sends a copy of the voicemail to the users email address. It has also been called "Unified Messaging."

It offers the following benefits:

- Users can listen to voicemail on a workstation (speakers/headset) or a cell phone that synchronizes email.
- The voice mail status is synchronized between email and the phone. If the user listens to the voice mail on the phone, the email is automatically marked read and vice versa.

Spreadsheet Column Reference

User/Phone Information

Column Name	Expected Input	Additional Detail
Cost Center*	0000000X00	This is the code that EMS will use for billing purposes. Only one cost center can be assigned per phone, but different cost centers can be used for groups of phones.
Last Name or Description*	Smith or Reception Desk	If the phone is associated with a user, provide the last name. If the phone is a common area phone, provide a descriptive name for the phone. The first and last name fields determine the caller ID used when placing calls. This field is shown on billing invoices.
First Name	John -or- [Blank]	If the phone is associated with a user, enter the first name. Otherwise, leave this field blank. This field is shown in billing invoices.

Column Name	Expected Input	Additional Detail
UserID	John.Smith -or- [Blank]	This will be the same user account that users use to login to their workstations and only applies to Illinois.gov accounts. If users have non-illinois.gov user accounts leave this field blank.
Email Address	john.smith@illinois.gov jane.doe@agency.gov -or- [Blank]	This field applies to all phones with a user associated with it. For common phones, leave this field blank.
Floor #	2 -or- [Blank]	These fields are used by the deployment team to place phones. If these fields are left blank, the agency may need to provide a resource(s) to assist the deployment team.
Room or Cube #	20 -or- [Blank]	
Jack Number	A22 -or- [Blank]	If an office or cube has multiple jack locations, use this field to specify which jack the phone should be connected to.

Column Name	Expected Input	Additional Detail
Phone Model*	7841 8851 8945 8831 Analog	This determines which phone model will be used. Please see the Phone Models section for additional information on the phones. Use analog for any fax machines, postage machines, etc. **Do NOT include fire alarm & security lines. They should remain as Centrex lines.**
Sidecar	1 or 1,2 -or- [Blank]	If an 8851 requires a side car to add more than 5 lines/speed dials/busy lamp fields, fill in a side car template on the side car worksheet and specify the template number used. If more than one side car is required, list the side car numbers separated by a comma. **Side cars can only be used with the 8851 phone model and a max of two can be added.** For more information, see the Phone Button Types The buttons on the phone can be programmed in multiple ways. They can do one of the following: ○ Line – The button is assigned an extension that is answerable. E.g. Can make or receive calls

Column Name	Expected Input	Additional Detail
		○ Speed Dial (SD) – The button acts as a quick dial that calls the specified extension when pressed. ○ Busy Lamp Field (BLF) – This button type also acts like a speed dial but in addition provides the status of the specified extension. ▪ Busy lamps will change the color of the button depending on the state of the line it monitors: • Solid Red – The line is in use on another phone • Solid Amber – The line is on hold • Flashing Amber – The line is ringing Side Cars under Phone Features.

Column Name	Expected Input	Additional Detail
Calling Permissions	Number (0-11)	The field specifies the restrictions that need to be applied to the phone. Red & Bold are most commonly used: 0 NO outbound calling allowed 1 Unrestricted calling 2 Nationwide/USA calling + Caribbean allowed **3 Nationwide/USA calling; Caribbean blocked** 4 IL only + toll-free 5 Chicago/Suburbs (MSA 1) + toll free + Enterprise VOIP **6 Local/Band A calling only + toll-free + Enterprise VOIP** 7 Intra-lata calling only + Enterprise VOIP 8 Centrex calling only + Enterprise VOIP users 9 Centrex calling only 10 Campus calling only + Enterprise VOIP Users site-specific routing 11 Campus calling only + “0” & “911” site-specific routing

Features

For additional information on the features listed below, see the Phone Features Overview section above.

Column Name	Expected Input	Additional Detail
Single Number Reach	11-digit Phone Number -or- [Blank]	Provide the destination number in order to enable the feature (typically a cell phone). **This field only applies to phones associated with a user and requires an Illinois.gov user ID**
Smart Record	Y -or- N	Specify (Y)es to enable compliance call recording on the phone.
CCMUser (Web Portal)	Y -or- N	Specify (Y)es to allow access to the user self-service web portal. **This field only applies to phones associated with a user and requires an Illinois.gov user ID**
Jabber	Y -or- N	Specify (Y)es to allow the user to login in to the Jabber instant messaging client. **This field only applies to phones associated with a user and requires an Illinois.gov user ID**

Phone Line Button 1

Column Name	Expected Input	Additional Detail
Directory Number	11-digit Phone Number	This is the number that others will dial to reach the phone.
Ring Duration	3-6	This field specifies how many times the line should ring before forwarding to its ring-no-answer destination (e.g. voice mail) Most callers will hang-up after 6-7 rings so it is best to keep it around 3-4 rings for lines with voice mail. The default is 3.
Voice Mail	Standard -or- Enhanced	The field specifies the storage level to use for the voice mail account. Standard has 30 minutes of record time, and Enhanced has 60 minutes of record time. **Standard is more than sufficient for most users.**
Voice Mail Zero Out	11-digit Phone Number	This will be the number dialed when the presses “0” during the voice mail greeting.

Column Name	Expected Input	Additional Detail
Ring No Answer Destination	VM -or- Extension -or- [Blank]	VM – This tells us to send the caller to voice mail Extension – As an alternative to voice mail, the caller can also be routed to another extension. [Blank] – The line will ring indefinitely.
Call Pickup Group	[Descriptive Name]	Specify a short descriptive name for the pickup group. Any other lines on the sheet with the name will be included in the group. E.g. IT or Auditors
Caller ID Mask	DID -or- 11-digit phone number	A mask can be applied on outgoing calls, so that the person being called doesn't know the actual phone number of the caller. If DID is provided, the actual phone number will be passed to the person being called. **If an alternate number is used, the mask has to be a legitimate, state-owned phone number. For example, we cannot mask the call as "000-000-0000."**

Phone Line Button 2-5

Phone button 1 must always be a line. Phone buttons 2-5 have the option of being a line, speed dial, or busy lamp field. For these buttons, the "type" column was added.

Column Name	Expected Input	Additional Detail
Type	Line, SD, or BLF	Line – The button is assigned an extension that is answerable. E.g. Can make or receive calls Speed Dial (SD) – The button acts as a quick dial that calls the specified extension when pressed. Busy Lamp Field (BLF) – This button type also acts like a speed dial but in addition provides the status of the specified extension.
Directory Number	11-digit Phone Number	For a line type, this is the number that others will dial to reach the phone. For the SD or BLF type, this will be the number dialed when the button is pressed.
Description	First Name Last Name -or- Meaningful description of the line	

Table 1

Phone Line Button 2-5 – Type: Line Only

The below columns are only necessary if the “Type” Column is set to “Line.” They can be ignored (left blank) when the button is being used as a speed dial or busy lamp field.

Column Name	Expected Input	Additional Detail
Ring Duration	3-6	This field specifies how many times the line should ring before forwarding to its ring-no-answer destination (e.g. voice mail) Most callers will hang-up after 6-7 rings so it is best to keep it around 3-4 rings for lines with voice mail. The default is 3.
Ring No Answer Destination	VM -or- Extension -or- [Blank]	VM – This tells us to send the caller to voice mail Extension – As an alternative to voice mail, the caller can also be routed to another extension. [Blank] – The line will ring indefinitely.

Column Name	Expected Input	Additional Detail
Call Pickup Group	[Descriptive Name]	Specify a short descriptive name for the pickup group. Any other lines on the sheet with the name will be included in the group. E.g. IT or Auditors
Ring Setting	Ring, Ring One, or Flash	
Caller ID Mask	DID -or- 11-digit phone number	A mask can be applied on outgoing calls, so that the person being called doesn't know the actual phone number of the caller. If DID is provided, the actual phone number will be passed to the person being called. **If an alternate number is used, the mask has to be a legitimate, state-owned phone number. For example, we cannot mask the call as "000-000-0000."**

Phone Models

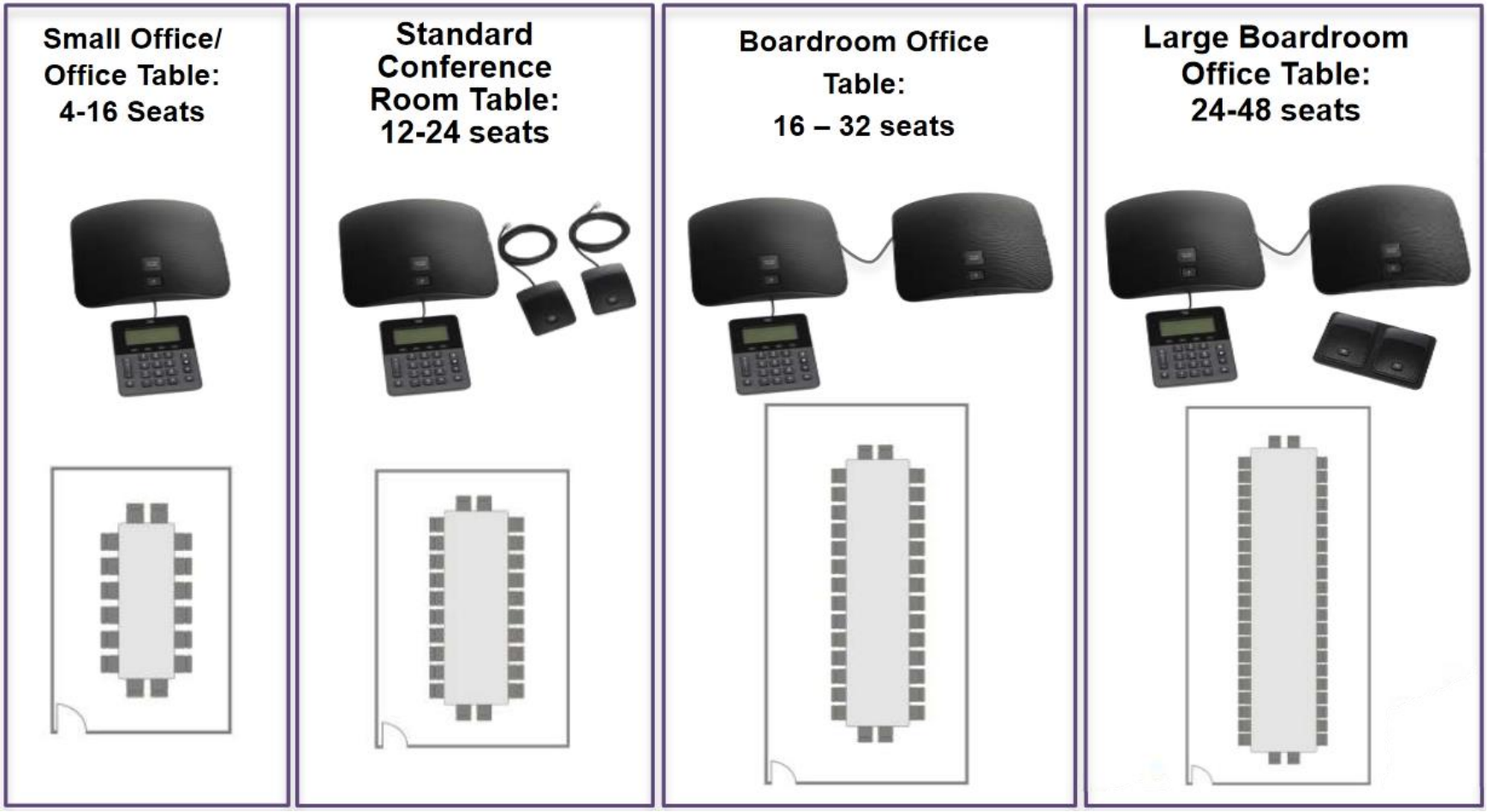
The following phone models are available for the Centrex conversion. Each will show a picture of the phone and labels for the buttons.

Cisco 7841 –Basic Phone

Cisco 8851 – Operator Phone

Cisco 8851 Side Car – Operator Side Car

Cisco 8945 – Executive Phone

Cisco 8831 – Conference Room Phone

Cisco 8831 – Room Sizing Guide