

FAQ - CISCO PHONES AT NIFC



Q: Will my existing Headset work with the new phone?

A: Yes, existing Plantronics headsets & lifters are compatible with the new telephones and will be transitioned during cutover weekend.

Q: Can I purchase my own Headset?

A: Yes, please contact the NIFC Help Desk (x5734) for guidance on acquiring new Headsets. If you purchase the equipment yourself, the NIFC help desk can provide installation assistance for supported equipment.

Q: How do I dial a 3 digit extension?

A: Dial "0" followed by the 3 digit number e.g. 0321.

Q: Are Wireless Conference Phones available?

A: Wireless conference phones are not part of the new phone system. They are an option that can be explored after the cutover, please contact the NIFC Help Desk at that time. x5734

Q: How do I turn my phone ringer off when the office Group Phone line rings?

A: This is a custom configuration and can be requested AFTER the migration has completed by contacting the NIFC Help Desk and or submitting a ticket.

Q: How do I move my phone?

A: We highly recommend that you submit a ticket to the NIFC Help Desk requesting assistance with moving your phone, especially since network services may have to activate data jacks.

Q: Can I swap phones with my neighbor?

A: No. Contact the NIFC Help Desk if you have issues with your phone. The information linking you and your phone are dependent on the phone model and the MAC address of the device.

Q: Where can I find instructions for using and configuring my new phone such as the Personal Directory and Voice Mail?

A: Documentation and instructional videos can be found on the Web at <http://www.nifc.gov/helpdesk/phones.html>