

Appendix 3-B: Sample Users Conversion Notice

This appendix provides an example of a communication that was sent out to users about the impending cutover to their new IP phone. Use this sample to create your own communication message. You can also find this appendix at <http://www.ciscopress.com/1587200880>.

To: All Building Employees

From: Cisco IT AVVID Tiger Team

Our plan is to convert all users on the San Jose campus to the Cisco IP Phone. Your location is scheduled for conversion on Saturday _____. Exceptions to this include all call center agents and lobby receptionists who are part of the contact center operators group. There are three areas of sensitivity for us: modems, boss admin support, and Oryx System users.

Modems—The Cisco corporate security policy states that modems are not approved or supported for use. The exceptions would include those areas where customer-facing support is provided. To ensure that your approved modem has been identified, please send an e-mail to open_a_case@cisco.com. If you would like to obtain the necessary approval for a modem, you can find the procedures at (*insert internal URL here*).

Office analog/ISDN line security policy—(*insert internal URL here*).

Modem access and authentication policy—(*insert internal URL here*).

Dial-out modems for customer network access from a centralized access server—(*insert internal URL here*).

Oryx priority call management system—Oryx is not a supported feature with the Cisco IP Phone and will eventually be replaced with the Cisco personal assistant product. Other options to consider in managing your priority calls include configuring your IP phone to forward your calls to your cell phone or alternate phone number, or utilizing the pager notification system available on your voice mail system to alert you when you have received an urgent, private, or regular voice mail.

Boss admin support—The Cisco IP Phone has a six-line admin share support feature. Users who have other extensions appear or ring on their phone might face a challenge transitioning from the legacy PBX system to the AVVID CallManager phone system. AVVID presently supports the feature; however, the primary user's number and any additional number must have the same prefix. Example: If an admin user has a 525 prefix and wants to have a manager's line appear/ring on the same phone, the manager's number must also have a 525 prefix. Mixing prefix numbers such as 525 and 526/527 or 853 prefixes will not function at this time within the AVVID CallManager. If you and your manager have a different prefix or would like your IP phone provisioned to manage the calls of your manager, please e-mail us at (*insert internal URL here*).

Faxsimile machines—Cutover support for faxing should not be an issue. However, we encourage all admin and support centers to inform us of any special applications by sending an e-mail to (*insert internal URL here*).

During this transition, we understand that you might have questions and concerns. We ask that you reference our FAQ site at (*insert internal URL here*).

The Road to IP Telephony

Following are some additional useful links designed to answer your questions:

- **Using Your Cisco IP Phone 7960**—(*insert internal URL here*)
- **Cisco IP Phone Tutorial**—(*insert internal URL here*)
- **Release Notes for the Cisco IP Phone 7960**—(*insert internal URL here*)
- **Cisco IP Phone 7960 Quick Start**—(*insert internal URL here*)
- **Ordering an IP Phone Compatible Headset**—(*insert internal URL here*)
- **How to Use the Voice Mail System**—(*insert internal URL here*)

Thank you for your support.

Cisco IT AVVID Tiger Team