

Managers' Briefing: Upgrading the phone system at Exchange House



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Background

The council is upgrading the telephone system to create one single system and all the phone handsets will be replaced. There will be no changes to any telephone numbers as part of this project.

The project is being delivered by the CGI who have employed Commsworld to carry-out this work on site. CGI are working with the Strategic Innovation and Technology (SIT) Team to plan the implementation at each council site.

If you have staff who are normally based in Exchange House, 231 George Street then you need to make sure they get this briefing.

Who's this briefing for?

If you are currently working in Exchange House or intend to visit the office soon to deliver essential services, this information tells you what to do during the upgrade on site and the short loss of service on your PC.

If you are not working in the office but are normally based in Exchange House this information tells you about the new phone that will be installed on your desk. If you recently picked up a new laptop to access your desktop through Cisco Mobility Client then this briefing also tells you about a short loss of service.

When is the work happening?

All desktop phones in Exchange House, 231 George Street, will be replaced by the end of June. The plan is detailed below showing when the engineers will be doing this work. This is when you will experience a short loss of connection on your desktop phone, PC or laptop (remote desktop users only). If the timetable changes you will be updated.

Upgrade to phone system	Handsets to be replaced	How long will it take?	Start	Finish
Exchange House	1258	15.5 days	Mon 18/05/20	Wed 10/06/20
Ex Hse Ground	171	2 days	Mon 18/05/20	Tue 19/05/20
Ex Hse 1st Floor	222	2 days	Wed 20/05/20	Thu 21/05/20
Ex Hse 2nd Floor DRS	222	3 days	Tue 26/05/20	Thu 28/05/20
Ex Hse 2nd Floor CBS	45	0.5 days	Mon 01/06/20	Mon 01/06/20

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Ex Hse Basement	96	1 day	Mon 01/06/20	Tue 02/06/20
Ex Hse 3rd Floor	186	2 days	Tue 02/06/20	Thu 04/06/20
Ex Hse 4th Floor	158	2 days	Thu 04/06/20	Mon 08/06/20
Ex Hse 5th Floor	124	2 days	Mon 08/06/20	Wed 10/06/20

How will Commsworld do this work?

There are two stages to this work, the phone will be delivered to your desk then the engineers will arrive the following day to connect the phone via the Ethernet cable.

Commsworld are planning to carry-out this work following the current government guidelines, they will:

- Put signs on doors and exhibition stands to make you aware they are working in your area
- Commsworld staff will be wearing PPE at all times
- Commsworld will sanitise the phone handset before they leave the area
- They will also sanitise the old phone handset before they remove it.

If I'm in the office what do I need to do?

If you are in the office when your phone is due to delivered and connected you will need to arrange to work somewhere else or take a short break on both occasions.

Connecting the new phone at your desk will take up to 10 minutes.

You should continue to follow the government guidance, you'll find the current guidance [here](#). In summary, they advised that physical distancing and hand washing are the most effective measures we can all adopt to prevent the spread of coronavirus.

Will my desk be cleaned after the engineer has finished?

Any occupied desks will be cleaned by the Facilities Management Team once the work is completed to allow you to return to your desk. All the other desks on the floor will be cleaned by the end of the day.

I'm in the office, what's the interruption to service?

The changes will happen in two stages. Firstly the phone handset will be installed at your desk. The system and phone transfer will take place the following day and the changes may take up to 10 minutes, during this time your phone and computer won't be working but your call forward facility will remain in place, so you'll still get calls on another phone.

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I'm out the office, will my call forward be interrupted?

Your call forward should continue to work unless you've changed this very recently and the new information hasn't been captured. If this is the case then you'll need to tell your SIT Business Partner through your line manager.

I'm out the office, will my network connection be interrupted?

For most staff working at home there will be no interruption to connections.

If you recently picked up a new laptop to access your desktop through Cisco Mobility Client then you'll experience a 10 minute interruption to your network connection when the system is updated. This will be the day after your phone is changed and within the date range described in the timetable above.

Can I listen to my voicemail remotely on the new phone system?

Your voicemail on the old system will no longer be available, please retrieve your voicemail on the cisco system prior to your migration date.

Any new voicemails can be accessed on the new Mitel system. Ring in to your own number, press* then enter password, 1111 and press 0 to list options (though does prompt you if you have a message).

Do I need to reset my voicemail on the new phone system?

Yes you do, ring in to your own number, press* then enter password, 1111 and press 0 to list options (though does prompt you if you have a message).

How will I be supported?

A quick reference guide will be left next to your new handset. Desktop phones will be the Mitel 6920 and you'll find more information about the features of the phone and how to use it [here](#)

What are the benefits?

- All internal calls (to any council site) will be free of charge
- All standard handsets will be replaced with new standard handsets
- Allows flexibility to log in and out of the phone system and into different handsets in different locations (once the project is complete, if you move sites, offices or rooms you can take your number with you).

Reporting a problem

If you have any problems after the changes then you should contact CGI on 0141 287 4000 or email GCCservicedesk@cgi.com.