

Orientation

Unified Communications Service

SEPTEMBER 2014 TO NOVEMBER 2015



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Agenda

1. Background
2. Benefits
3. Rollout
4. Hardware



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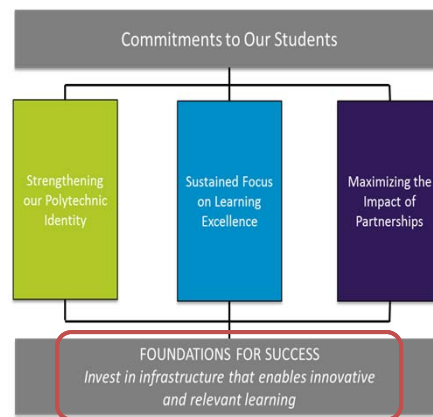
Background

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Genesis

1. Aging infrastructure reaching end-of-life
2. Service interruptions affecting operations
3. Cannot offer services Clients need or want
4. Costly to operate and maintain



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Excerpt from Humber's
2013-2018 Strategic Plan

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Opportunity



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Benefits

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Conferencing



You will be able to... host
and/or participate in calls
(Web, audio, or video)
with two or more parties

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Interactive Messaging

You will be able to...
collaborate (send and
receive text messages)
with other individuals in
the organization



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Single Number Reach



You will be able to...
re-route incoming
calls to another
telephone number like
a smartphone or
home office

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Unified Messaging

You will be able to...
receive, play, forward,
and delete telephone
voice messages from
your e-mail mailbox



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Presence

You will be able to...
indicate your availability to
take calls or participate in
messaging sessions



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Mobile Transfer

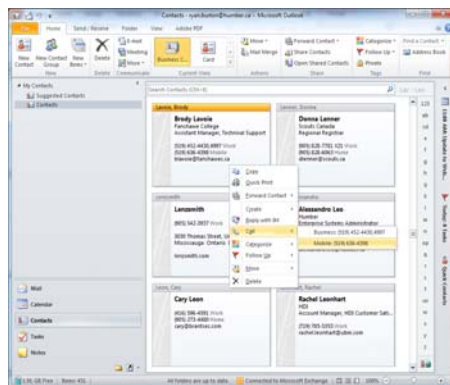
You will be able to...
move calls in progress
from your desk phone
to your mobile device
without interruption

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Integration with Outlook

You will be able to...
automatically dial
contacts directly from
Outlook



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Directory

You will be able to...
search a Humber
phonebook through
your telephone and
automatically dial
extensions



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Record Live

You will be able to... record,
live phone conversations for
review by Public Safety or
Human Resources

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e911



You will be able to... get help faster
and better support from Public Safety
in the event of an emergency

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Contact Centre



You will be able to... expect a
better experience when you
need help and engage one of
our call centres for assistance

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Extension Mobility

You will be able to...
take your extension with
you simply by logging
into a phone at another
campus, office, cubicle,
or work area



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Rollout

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Rollout Strategy

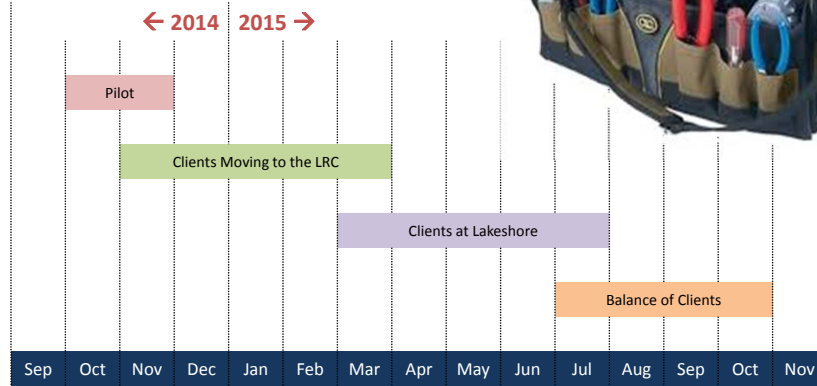


- Phasing in solution to minimize impact
- Full rollout expected by November 2015
- Lakeshore and LRC the priority for rollout

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Schedule



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Percent Complete

60%

* Current as of June 14th

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Sequence of Events



1. Briefing
2. Orientation
3. Information Gathering
4. Station Review
5. Rollout/Implementation
6. Early Lifecycle Support

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Cutover Date

Your cutover date is
scheduled for...

Mark your calendar.



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Information Gathering

Register for Unified Communications Services

Instructions: Complete and submit this eForm to register for the upcoming unified communications rollout. A separate eForm is required for each extension. Please contact [Tanya Gonsky](#) if you have questions.

CLIENT

What is your first and last name? *

First Name Last Name

What is your Humber username (examples: smithz, N12345678, or bc#1234)? *

What is your e-mail address (first.last@humber.ca)? *

To which School/Department are you currently assigned? *

SELECT

Please visit...

humber.ca/staff

...and complete the registration eForm

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Training

North Campus		
Tuesdays	10:00am	L132
Wednesdays	1:00pm	L132
Thursdays	10:00am	L132

Sessions run 90 minutes. Contact Theresa Foran (X4300) to register.

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Self-help Resources



Please visit...

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...for videos, tip sheets, quick reference guides, and other quality learning materials.

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Long-distance

IMPORTANT: New security codes are being issued to enable long-distance calling



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Off-hook



IMPORTANT: Leaving your NEW phone off-hook will NOT send an alert to Public Safety that you need help

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Feedback



Be sure to visit...

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...and tell us how we did

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Hardware Options

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Softphone



- High-definition video (720p) and Wideband and high-fidelity audio
- One-touch access to apps, mail, directory, and often-used features
- Integration with Outlook for caller identification and automatic dialing

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Handset



Cisco IP Phone 8841
Cisco IP Phone 8851

- 5-inch, high-resolution (800X480), backlit, 24-bit colour display
- One-touch access to apps, mail, directory, and often-used features
- Built-in, high-speed (Gigabit) network switch for computer
- Full-duplex speakerphone for flexible, hands-free calling
- Bluetooth 3.0 for wireless (30-foot range) headsets (8851 model)
- Energy efficient and ecofriendly by Energy Star organization standards
- Compatible with hearing aids and an AODA-compliant dial pad

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Wireless Headset



Jabra 920

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- Wideband speaker with noise cancelling microphone
- Supports both headband and earhook wearing styles
- Up to 8 hours of talk time (full charge in less than three hours)
- Range of up to 120 meters (350 feet) from base to headset
- Headset features volume, mute, and pick-up/hang-up buttons
- Auto sleep mode for energy conservation (up to 36 hours)

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Bluetooth Headset



Jabra SUPREME

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- Bluetooth 3.0 with auto pairing and support for smartphones
- Flip-boom arm for easy storage, activation (on/off), and use
- Wind reduction and active noise cancellation for clear conversations
- Voice activated with physical controls for volume and mute
- Six hours of talk time (360 hours on standby) with Micro USB charging
- Pairs with up to two, Bluetooth-enabled devices at the same time
- Interchangeable, over the ear cushions for all-day comfort

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Conference



Jabra SPEAK 510+

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- Portable speakerphone that turns any room into a conference room
- Plug-and-play connectivity to computers and Bluetooth devices
- Built-in, omni-directional microphone with noise filter
- Wideband, high-frequency speaker with Digital Signal Processing
- Touch controls for power, volume, mute, answer, and call end
- Can be used to play music from a smartphone, laptop, or tablet

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Boardroom



Cisco IP Conference Phone 8831

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- Suitable for rooms up to 1,500 square feet (360-degree coverage)
- Wired panel (hold, mute, redial) with dial pad extends from base
- Full-duplex, two-way wideband (G.722) audio speaker (92 dB)
- Expanded room coverage with support for daisy chaining units
- Option of adding up to two wired or two wireless microphones
- Built-in, high-speed (Gigabit) network switch for computer

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Reminders

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Remember Your Cutover Date

Your cutover date is
scheduled for...

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Remember to Register

Please visit...

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...and complete the registration eForm

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Remember to Give Us Feedback

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...and tell us how we did



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