

# Telephone Service Options: Remote Work

## Soft client

The Avaya IX Workplace application brings all the functionality of a desk phone onto your computer, mobile or tablet devices, allowing employees to stay connected to the office no matter where they are working. The application mimics a desk phone by presenting a phone interface on the computer, complete with a dial pad and call handling features (such as Hold and Transfer).

Employees working from home can answer incoming calls as well as make outgoing calls, just as if they were sitting at their desks using a physical phone. This option allows employees to keep their mobile phone numbers private with call display showing the McMaster phone number, retaining a professional image when making outgoing calls.

### How to request this service

This phone application is easy to download and can be used on a laptop, mobile, computer or tablet.

1. **If you do not have a McMaster University extension** and would like to request this feature, please submit a PHONEWORKS request: <https://telecom.mcmaster.ca/phoneworks>  
Please include the users name, email address and campus address.
2. **If you have a McMaster University extension**, you can download the application here: <https://telecom.mcmaster.ca/products-services/avaya-ix-softphone/>  
Please follow the instructions. If you do not know your password for your PHONE LOGIN (this is not your voicemail login credentials) Email: [telecom@mcmaster.ca](mailto:telecom@mcmaster.ca) and we will reset it for you.

Any questions or concerns, please contact us: <https://telecom.mcmaster.ca/contact/>  
or email us at: [telecom@mcmaster.ca](mailto:telecom@mcmaster.ca)

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*\* If the download is an issue, some computers/laptops restrict downloads of applications, please let us know and we will have to have UTS customer service assist with the download of the software.*

**Please note:** We are in the last stages of the phone migration, if you have not been migrated over, we can move you over to the AVAYA Aura System, but when you return to work, your desk phone will need to be replaced, so you will not be able to use your desk phone upon return. You will have to use your softphone for the time being.

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## Voicemail messages

If you have a voicemail box setup then both internal and external callers can leave you messages and you are able to retrieve these messages either from on or off campus.

### Instructions from On-Campus

- Dial 22993 (OR PRESS THE MESSAGE BUTTON KEY).
- You will be prompted for your password followed by #.
- \*Note: If you are prompted for a mailbox number, enter your 5-digit extension followed by #.
- Enter your password followed by #.

### Instructions from Off-Campus

- Dial 9055259140 then extension 22993.
- Enter your mailbox number (which is your 5-digit extension) followed by #.
- Enter your password followed by #.
- The system will let you know how many messages you have.
- Press 1 to listen to messages.

You can visit our **how to's page**: <https://telecom.mcmaster.ca/how-tos/> & <https://telecom.mcmaster.ca/how-tos/faqs/#voicemail>

**AAM Voicemail Guide**: <https://telecom.mcmaster.ca/app/uploads/2020/10/aam-quick-reference.pdf>

## Voicemail to email notification

The Voicemail to Email Service (VTE) automatically forwards new voice messages as an email with a .WAV file attached. This feature provides an easy way for users to access their voice messages from an email client or mobile device.

<https://telecom.mcmaster.ca/products-services/voice-to-email-services/>

### How to request this service

Please submit a PHONEWORKS request: <https://telecom.mcmaster.ca/phoneworks>  
Include the user's name, email address, extension number and campus address.  
Once the request has been processed, users will receive confirmation that the service has been set up.

## Simultaneous ring of Desk phone & Cellphone

(Extension to Cellular or EC500)

The EC500 feature allows you to have incoming calls to your desk phone ring on your office telephone and your cell phone at the same time. This allows you to answer office calls while you are away from your desk. The cell phone number is programmed by your system administrator.

# Telephone Service Options: Remote Work

## To request this service:

- Please submit PHONEWORKS request:
- <https://telecom.mcmaster.ca/phoneworks/>
- Provide user name email address, campus address, extension number and mobile number to be programmed in the telephone system.
- When completed then the following instructions will allow you to activate and deactivate the function: <https://telecom.mcmaster.ca/products-services/avaya-ec500/>

## Teleconferencing (Audio Conference Line)

1: In House Teleconferencing Service (50 participants): <https://telecom.mcmaster.ca/products-services/teleconferencing-services/>

OR

2: Teleconferencing Services (125 participants, your own call in numbers. 24/7 service):

We can have this set up for clients who want to use audio conferencing services. There is no restrictions to the day or time of the call, and you do not have to contact us prior to conducting a call. You can have up to 125 participants in your conference at any time.

Contact us at <https://telecom.mcmaster.ca/contact/>

**Please visit our website for more services and information: <https://telecom.mcmaster.ca/>**