

University of Stirling Telephone Project

Frequently Asked Questions

Why are we doing this project?

The current telephone system is now 20 years old and will not be supported after Dec 2011.

What system have we bought?

Following a competitive procurement we have purchased a Mitel IP Telephony solution. Mitel is one of the leading telecommunications companies and their systems are used by a number of other Universities including Aberdeen, Warwick and Keele.

Am I part of the pilot study?

There are approximately 100 users in the pilot scheme. These are within Information Services, including Library and Graphics and Print staff. If you are outside of Information Services you are not part of the pilot.

Will everyone get voicemail?

We have made provision in the system for all individual users to have voicemail, however this will be subject to further consultation. Voicemail may not be appropriate for all users. Further guidance on the use of voicemail will be issued during the project.

What training will be available?

Training will be made available in a variety of ways, including online, and there will be an opportunity for some users to attend structured 'hands on' training sessions.

Will my number change?

No, your extension number and Direct Dialling number (if used), will remain the same as it is now.

Will the University main phone number change?

No. The University main phone number will remain the same as it is at present

When will the change take place

The pilot is due to go live in Dec 2010. Remaining users will migrate to the new system over a weekend in early 2011, but not before March.

Can you tell me more about audio conferencing?

The audio conferencing application will enable authorised users to set up a dial-in audio conference. The application will email the invited participants with a dial-in number and passcode, inviting them to join the conference at the scheduled time.

We will be publishing more details and a user guide on this site as the project progresses, including instruction on how to request an audio conferencing account.

What do I do if my new handset doesn't work or I need assistance?

All new handsets will be installed and tested prior to the changeover. However, if your handset does not work or you have another problem or query you will be able to contact the Information Centre for help and guidance.