Frequently Asked Questions

What if I cannot find my question (or answer) here?
Contact the ISD Help Desk at 658-4357 or email them at isd.helpdesk@ventura.org.
They will provide an answer or create a work order to get you assistance from the
Telecommunication department.

Connection and Equipment Related Questions

Do I need a VoIP phone to connect my computer to the network?
No. If you have a phone and a computer or network printer, they can share a jack to the
network. However, if a phone is not needed, the computer or network printer can connect
directly to the network jack.

Can I move my computer?
You can just like you could before. However, if you are moving it to an office that has a
phone, and no computer is currently present, the port may only support the phone. We
use security features to restrict what can connect to each port. If a phone and computer
are currently connected, then you can replace either device. Don't assume all ports can
support either type of device though.

Can I move my phone?
You can now move your phone. However, it must be connected to a data jack and that
jack must be configured to support a VoIP phone. If you are exchanging phones in
offices, this will not be an issue.

I moved my phone and it is not working. What is the problem?
One security feature is that the network remembers a device connected to it for a period
of time, even if it is disconnected. You cannot have the same device connected to two
ports. You should wait a minimum of two minutes after unplugging a phone or computer
before you plug it into a new location.

Can a get a longer handset cord?
Yes, these can be ordered through ISD.

Will my headset work with the new phone?
All headsets we have encountered so far appear to work with the new phones. Including
those with lifters. The model 7940/7941/7942/7960/7961/7962 series phones also support
an integrated headset which must be made to support those phones. You do not need to
replace an existing headset if it is working.

Below is a list of headsets that ISD recommends to work with the new phones.

Plantronics
(www.plantronics.com)
Models supported with Cisco VoIP phones:
CS540 Wireless Office Headset System
CS740 Wireless Office Headset System
EHS-APC-42 (Electronic Hook Switch) Replaces Mechanical Handset Lifter
(Note: on a 7911/7912 phone, the optional A20 Amplifier is required)

Are hubs now legal on the County network?
No. There has been no change in policy. Hubs provide an opportunity to bypass certain security safeguards we have in place. The new system has even stricter security controls and does not allow more than 2 devices on a port. One phone and one computer/printer. Computer only or phone only locations are limited to 1. If you attempt to use a hub, it will not work. As part of the VoIP phone upgrade, sufficient ports and cabling were installed to support all locations. Additional ports/cables are available from the ISD Telecommunications department to support department business requirements.

Voice Mail Related Questions

What is my default password?
The first time a new person is added to the voice mail, their password is "12345".

I forgot my password, who do I call?
The ISD Help Desk – 658-4357 or email them at isd.helpdesk@ventura.org.

How do I get to my voice mail from another VoIP phone in the Government Center?
Press the Messages button for voice mail like usual but when the system asks for a password, press the * key. The system will then ask for your ID. Enter your 7 digit phone number and press the # key. Then enter your password followed by the # key.

How do I get my voice mail from outside the Government Center?
Dial (805) 658-4377. When the system answers, press the * key. The system will then ask for your ID. Enter your 7 digit phone number and press the # key. Then enter your password followed by the # key.

How do I delete a message?
At any time while listening to a message, press the 3 key.

How do I bypass the greeting when calling another number?
Press the # key.

How do I bypass the greeting when picking up my messages from voice mail?
Press the 1 key.

How many messages can my voice mail hold?
It is not the number of messages but the amount of time. Approximately 5-6 minutes worth of messages can be stored. If this is not sufficient, your manager can contact ISD for additional time.

Is the old Meridian voice mail still active?
Yes, it will remain active until the new phone project is completed. Everyone will be notified before the system is turned off to retrieve any remaining voice mails. You will be able to continue to access your saved messages in the Meridian voice mail box in the interim by calling the 654-3977 number. No new messages will appear. Also, there is no way to transfer messages from the old Meridian mail to the new Unity voice mail system.

Dialing Related Questions

How do I dial an outside line?
Press the 8 key. There is no longer a need to have separate access keys for local and long distance.

Do I need to dial an 8 for non-VoIP phones at the Government Center?
Yes.

Why do I need to enter all 7 digits when dialing on-campus phones?
Eventually, it is expected that all County phones will be under the umbrella of the phone system. Some of the outlying offices have the same 4 digit extensions as phones already at the Government Center. Just the prefix is different. We could have just required all outlying offices to get new phone numbers when they were converted but this would just delay the problem. So the decision was made to use 7 digits to remove any conflicts with 4 digit extensions.

What is the right way to dial 9-1-1?
In an emergency most people do not have the time to think through how to use the phone system. Therefore, we tried to provide for the common variations. 9-1-1, 8-9-1-1, 99-9-1-1. All result in the same call to the appropriate emergency services agency.

Conference Calling Questions

How many parties can I conference together?
Four total. The conference originator and 3 others.

Can I conference in outside parties?
Yes. You can conference in anyone that can call your phone or that you can call.

If I hang up, will the conference call be terminated?
No. The conference call ends when the second to last party hangs up.

Who pays for the conference call?
The same billing rules apply as for any other call. The real question is: If I conference call in to vendors and then I have to leave the call, and if the two vendors continue to talk, who pays for that time? The answer is: If you called them both and then hang up, your department will pay for the time both vendors are on the phone, even the time after you hung up. If on the other hand both vendors called you, then each of them is paying for the time they are on the phone, both before and after you exit the call.

Other Questions

Why do I have a second call coming in on my line now?
That is Call Waiting. Rather than send calls directly to voice mail if you are on a call, the system will allow you to answer it or send it to voice mail. Just like a cell phone.

I answered a second call on my other line and the person I just put on hold is gone. Where did they go?
Assuming you pressed the Hold button and not the EndCall button, they are still on hold. This situation normally comes up on a multi-line phone (model 7940 or 7960). The missing party is on one of the other buttons. To find them, put the current party on hold first (or hang up on them) and then press the line button that shows the "pause" icon next to it.

Can I change my ring tone?
Yes, it is done via the Menu | Settings | Ring Type screen. Be careful though. In some departments there are standards on ring tone in order to better conduct departmental business. Check with your supervisor before changing the ring tone.

Are there speed dials?
Yes. There are 3 ways to facilitate faster dialing:
1. For 7940/7960 phones, free line buttons can be set to dial specific numbers. For 7912s, the navigation rocker is used to access up to 4 speed dials.
2. Abbreviated dialing, which is allows for up to 99 two-digit speed dials.
3. Fast dialing, which is a list stored in the phone for easy access.
It is beyond the scope of this FAQ to explain each in detail. Please refer to the training materials and user guides.

Is there any kind of online phone book?
Yes. There is a personal address book and a corporate directory. The personal address book is on the Settings menu screen and works just like a cell phone. The Corporate Directory is an extension of the County's web based phone directory. The phones access the web directory directly so changes made in the directory immediately show up in the phones.

Can I forward my phone?
Yes, you can forward your phone to any Government Center number. This is performed by using the CFwdAll soft key.
Forwarding to other phones off campus requires management authorization.

Are there user guides for the phones?
Yes, they are posted on the ISD Help Desk intranet site.