Agenda

Introduction to VoIP (Dennis Baron, IS&T)
Choices you need to make
Transition plan & schedule
Phone census
VoIP support model
Documentation
Q & A
Choices you need to make

Sylantro or OpenSER?
This presentation is primarily about Sylantro, the business phone system.
OpenSER does not provide business phone features, but may be useful for necessary for users with unusual requirements:
   Soft phones
   Off-campus
   Experimental services
If you have users who want to opt out of Sylantro for whatever reason, we need to know ASAP.

Which lines appear where?
Special voicemail treatment
Additional lines
Transition plan & schedule

Immediately: Census of existing phone lines
Mid-May: CSAIL HQ
After graduation: 50 "early adopters"
Late June: rest of CSAIL (approx. 500 lines!)

July, August: install emergency phones

July, August, or later: other Stata occupants
Census of existing phone lines

Keep as is, convert, or cancel?
Who does the line belong to?
  Shared lines should be split if voicemail is desired
Shared call appearances
Type of phone
  Polycom 550 (default)
  Polycom 650 (assistants)
  Polycom SoundStation 4000 (speakerphone)
Sufficient network and power available?
  We will supply hubs, power strips, etc., where needed

Some users have two phones now: should they be combined?
Support model

Contact CSAIL Operations first

tig.csail.mit.edu
<ops@csail.mit.edu>

TIG will handle:
CSAIL network issues
New lines/phones
Phone configuration changes

MIT IS&T will handle:
MIT/public network issues
Voicemail
Access to commercial telephone network (all off-campus calling)
Documentation and training

MIT IS&T resources:
See handouts at the back of the room
voip.mit.edu
MITvoip overview

CSAIL resources:
tig.csail.mit.edu
CSAIL VoIP Home
Come visit us in person (32-268 area)

Want a group training session?
CSAIL VoIP Transition

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