



TELECOMMS USER FORUM

**Notes for the meeting held on 22nd May 2014, 10.30am,
Norwich Auditorium, Roger Needham Building, 7 J J Thomson Avenue**

Present: *From the UCS:* Gordon Ross, Simon Edwards, Clare Biggs, Anne Dellar,
Andy Heron
15 people attended from University Colleges and Departments.

1. Apologies

P Foreman, C Chalk, D Simons, E Roberts

2. Progress update from the Telecoms Office

GR gave a presentation on current issues and planned developments:

(a) Call Manager Upgrades

At the end of December 2013 the Call Manager was upgraded to version 9, no problems arose from this. The next major upgrade is due to be done during the Christmas vacation. A minor upgrade will be made soon, probably during August
Upgrading to Version 10 is possible, but not very likely to be done at present.

(b) Admin.Phone update

Extension Mobility has been offered for a while but this has not been Self Service, please see <http://www.phone.cam.ac.uk/services/desk-phones/mobility> for details on this.
It is now possible to manage Extension Mobility via admin.phone.

Single Number Reach (SNR) is a feature of the CallManager phone system that allows you to associate another phone number with your desk phone, currently this is restricted to University Mobex Numbers, this may be expanded in the future. When a call comes into your desk phone, after a predefined amount of time, your University mobile phone will ring too. Also, when you call into the system from your mobile, the called person will see your desk number calling them. There is no need to remember to set divert settings when you leave the office to receive your calls on your mobile. Further information on Single Number Reach can now be found at the following

- End user information <https://www.phone.cam.ac.uk/services/desk-phones/snr>
- Setting SNR up in admin.phone
https://www.phone.cam.ac.uk/services/info-for-tlos/admin_phone/extensions/user

To use Extension Mobility and Single Number Reach the users CRSid has to be associated to the extension number in Call Manager so that they own the phone. Each user can only own 1 phone at present due to Licensing.

Both Extension Mobility and Single Number Reach are controlled under User Features on admin.phone.

(c) Soft Client, Instant Messaging and Presence

Cisco have now taken over Jabber. The Jabber client will be available for most devices, but not for Blackberry or Linux.

We will initially only offer instant messaging and presence. It is hoped that the service will be offered to beta testers during the summer.

Most people would like Soft Client but there are still 2 issues with this –

- Licenses - some issues need to be sorted out.
- Currently will only work within the CUDN – it will be enabled outside the CUDN later, towards the end of the year. The reason for this is that more Firewalls etc. will be required.

It has been decided that the charging for this service will be the same as a VoIP Phone and no extra charge will be made for having a VoIP Phone and Soft Client together, i.e. –

VoIP Phone - £5

Soft Client - £5

VoIP Phone and Soft Client - £5

The licenses for this are for the Directory Number and not the number of devices.

(d) Cisco handsets

The Cisco 69xx series phones have now gone end of life, this happened very quickly. The replacement for the 69xx series phones are the Cisco 7821 and the Cisco 7841. There have been a couple of bugs with the 78xx series phones but these are now working. There have been problems with HP Switches, but these have been very hard to duplicate making it difficult to report the problems to Cisco.

Wireless VoIP Phones will be available towards the end of the year, before this can happen work is required on the CUDN and Eduroam infrastructure. After this work has been completed, Wireless VoIP Phones will be supported, although these will be very expensive.

(e) Telecoms Web Pages

The Telecoms Web Pages are being updated based on Project Light templates. There will be 2 sides to the new Web Pages, one aimed at the TLOs and the other for the end users.

(f) O2

There has been a steady increase in Mobile use, now with just over 2,000 phones on the University contract.

Signal Issues - there are currently 3 Projects on the go for the University –

Granta Pub – this Mast will cover the Mill Pond area i.e. Mill Lane, Queens' College, Estate Management and other Institutions in this area. This is in the process of being done but there is no go live date as yet but is expected to be very soon.

Existing Cell Tower Central Cambridge – this is currently overloaded with traffic so O2 are increasing the capacity. This will enhance the signal for 3G and will also improve the Internal Signal Coverage for some Institutions.

Cornerstone Project – this is the merger between Vodafone and O2 which is a National Programme. This is possibly happening by the end of the year.

The University Lawyers are currently in negotiation with O2 regarding the poor signal coverage issues being experienced.

There is to be a reduction in UK Data Charges very soon. The size of Data Packages will remain the same but with a reduction in price.

GR is also in talks with O2 regarding International Data Charges.

(g) Internal Telephone Directory

An Internal Telephone Directory will be produced this year, an email will be sent out later in June asking TLOs to start updating their Lookup entries. At present Lookup cannot cope with Mobex numbers, this problem is to be fixed. There is to be an option available on Lookup which will enable Managers to select any people they do not want to appear in the final Phone Book entry which is taken from Lookup.

GR asked that not too many Manual edits are requested as this adds considerably to the time it takes to produce the Telephone Directory.

The timescale has not yet been finalised.

3. Items from forum members

How many mobiles have Ported away from O2?

So far 3 Institutions have Ported their mobile numbers away from O2, these are –

Corpus Christi College – 10 mobiles

Peterhouse – 13 mobiles

Queens' College – 60 mobiles

These mobiles have been moved to Vodafone SIMs that are being rented from O2.

Estate Management and King's College have also said that they are not happy with the O2 signal, some places have had Boost Boxes fitted to help with the Signal Coverage in certain areas.

University Library have gone back to using Pagers as the new Pager System is now available. This covers the whole of the Cambridge City area and also a large area around Cambridge.

4. AOB

5. Date of next meeting

To be confirmed.