

OISE CENTREX PHONES

FAQ'S

Will I still have to use an access code to dial long distance?

No the new system has direct access to local and long distance calling. Provisions can be made to restrict long distance on designated phones

If a phone is restricted from long distance how do I call 911?

911 will always work from any phone connected to the UofT Centrex system even if it is restricted

When will I find out my new phone no?

The new numbers are issued during the station reviews that are done by each dept. As soon as the numbers are cut over the UofT on line Directory will be changed to reflect this. Within Units the station review rep for the Unit may give out your new number to you asap.

Do I get a new phone set?

In most cases, yes new phones will be issued. All the new single line sets will be up graded to include additional features such ascaller display, hands free speaker phone, programmable keys for frequently dialed numbers. Multi line sets will also be replaces were required.

When do I get my new phone?

The new phones will be placed in all offices (some existing phones will not be replaced due to type of usage) ahead of the scheduled cut over complete with an instruction book. You will be expected to plug in your new phone. Very simply at sometime during the day of the scheduled cut over the old OISE phone will stop working.....and you can plug in the new one.

How will callers find out my new phone number?

Your new phone number will be programmed into the UofT on line phone directory, and updated for the next UofT phone book. You can also advise your contacts of your new number as soon as you have that information.

What will happen to callers who dial my old number?

We will be retaining the old OISE main phone number 416-923-6641 for some time with a detailed message on it to advise callers of the change in our phone system and informing them how to get your new phone number on line or via the UofT Switchboard.

What about my business cards and letter head?

You will be expected to use up your existing business cards. Just make a hand written change to the phone number. As to letter head, OISE is currently undergoing a “word mark” change and new letterhead will be available soon. However as in the past the letterhead will not be printed with phone numbers on it. The user is expected to do this at the time of printing on your departmental printer, if this is required.

Will the fax number change?

No all the current fax numbers will remain the same.

How will the voice mail work?

In most cases if you have voice mail now you will be assigned voice mail in the new centrex system. There will be some slight changes in the way the centrex voice mail system is used but you will receive instructions at your desk to help you. This will now be your voice mail and you will be expected to set it up accordingly.

What happens to my messages in the OISE voice mail system?

When your phone is cut over to the UofT centrex system your OISE Voice mail box will be deleted. Saved messages can not be transferred from one system to another. However for a time after the change over we will continue to support your old voice mail service. You will be expected to change your greeting to advise callers that you now have a new phone number. Your old voice mail box at OISE will not continue to receive messages for you. It will now only be an information box to callers.

How do I contact OISE Security and Operations & Services?

Both will now have the same phone number. For normal requests as in the past. However you should contact the UofT Police directly for any emergencies. All the new phones will have a sticker on them with the UofT Police phone number on it and you will also receive at the desk top a copy of the University of Toronto Emergency Procedures & Information for the St. George Campus.

When will the phones be changed?

There are about 700 phones to be changed from the old OISE system to the UofT centrex system. We plan to do the change over in groups of 200 lines. You will be notified well in advance of when your phone will be changed over. Prior to the change over your new phone will be delivered to your desk and can in most cases be plugged in immediately. The old phone will be collected at that time. The change over will take place during the day on a Friday and will be almost seamless. The OISE system will stop working and the UofT Centrex will start up. If you happen to be on the phone during the change (which will be progressive one phone after the other) you will be disconnected from the OISE system momentarily and then reconnected to the UofT Centrex.

Can I still call OISE Extensions?

Yes you can when your on the UofT Centrex but OISE will be now an outside call. For example to dial ext 4725 you will have to dial 9 then 416-923-6641 and once you hear the OISE greeting dial the extension of choice.

How Do I Dial other UofT numbers?

Once your phone has been changed over you can dial other numbers on the Campus using the internal dialing system of the UofT. For example to dial the UofT Police, dial 8-2323. With the OISE system now you must dial 9-416-978-2323 to reach the UofT Police.