



THE UNIVERSITY OF  
TENNESSEE  
HEALTH SCIENCE CENTER.

# Unified Communications/VoIP RingCentral

# Current Situation

# Phone System is at End of Life

Our current phone system is past end of life and must be replaced. We have had an increase of outages of the phone system over the past year. We are working quickly to deploy our new solution before a catastrophic outage.

# (Lack of) Disaster Recovery

When the office was shut down for the Covid-19 pandemic, we had few options:

- Forward office number to personal cell phones
  - When caller made outbound calls, their personal cell number was revealed
  - Recipients often did not pick up unrecognized numbers
  - Negative impact to campus communications
- Minimal soft phone licenses
  - Old software proved unreliable
  - Users had to connect through VPN

# New Solution

AKA: Where we WISH we had been at the start of pandemic

**RingCentral<sup>®</sup>**

# What Makes RingCentral So Great?

**Saves your department money:** No longer pay for domestic long-distance calls. (Charges still apply for international calls.)

**Works on multiple devices:** Take your office phone with you, wherever you work.

**Protects your cell phone number:** Make your calls look as if they are coming from your office number, regardless of device and location.

**Allows you to set your phone office hours:** No longer receive calls outside of your set work hours. (Calls will be sent to voicemail.)

**Eliminates directory lookups:** All employees will automatically be in your RingCentral contact list. It works just like your cell phone!

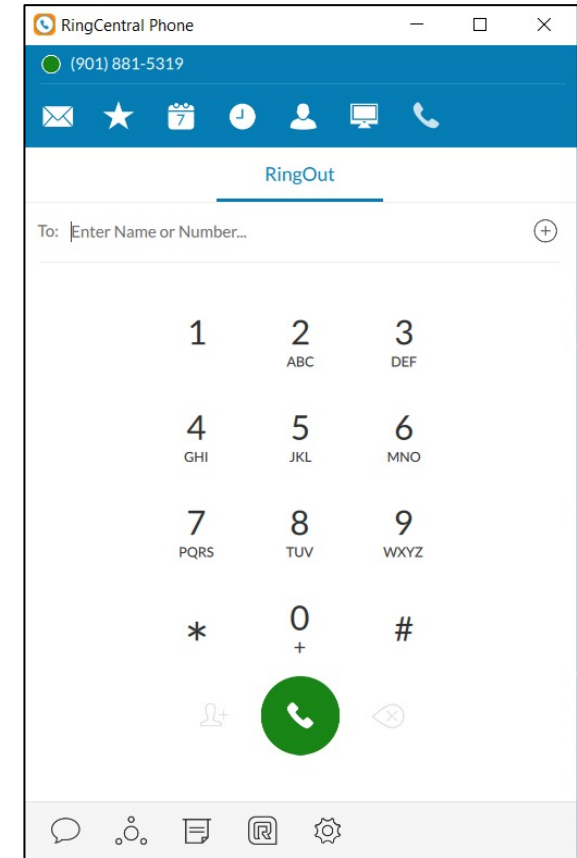
**Makes moving a breeze:** Easier phone moves when you switch positions/departments or offices.

**Handles faxing:** Send and receive electronic faxes using your office number.

**Voicemail to email:** Receive a transcription of your voicemail in email.

# Soft Phone Advantages

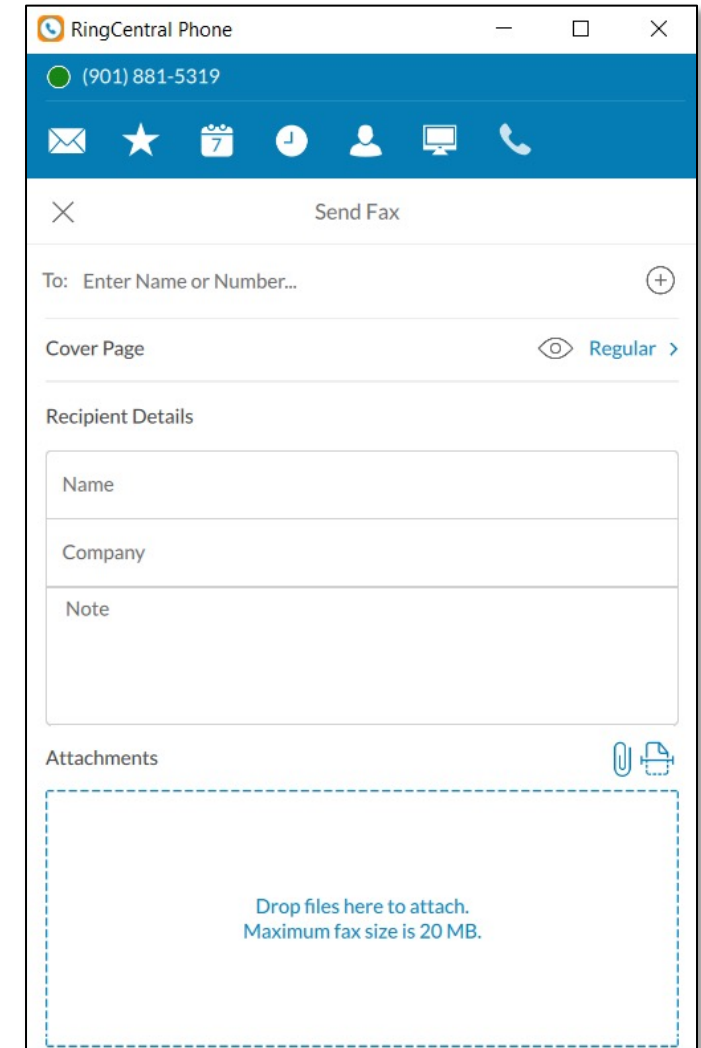
- Users can install the soft phone on multiple devices
  - Desktop, laptop, cell phone, tablet, etc.
  - Soft phones are compatible with Android, iPhone, Windows, and Mac
  - All logged in devices will ring simultaneously when a call is received
  - Calls can be live transferred between devices without interruption (e.g., move call from desktop to cell phone)
- Ability to send and receive calls using UTHSC phone number
  - Cell phone numbers not revealed when making outbound phone calls





# Soft Phone Advantages

- RingCentral is cloud-based
  - VPN access is not required
  - Any internet connection may be used to access the service
- Ability to send and receive faxes, using your UTHSC phone number



The screenshot displays the RingCentral Phone application window. At the top, the window title is 'RingCentral Phone' and the phone number '(901) 881-5319' is shown. Below the title bar is a navigation bar with icons for mail, star, calendar, clock, user profile, computer, and phone. The main content area is titled 'Send Fax' and includes a 'To:' field with the placeholder text 'Enter Name or Number...'. Below this is a 'Cover Page' section with a 'Regular' option. The 'Recipient Details' section contains three input fields: 'Name', 'Company', and 'Note'. At the bottom, there is an 'Attachments' section with a dashed box and the text 'Drop files here to attach. Maximum fax size is 20 MB.'

# Changes in Business

# Hard Phones will be Phased Out



- Hard phones will be replaced by soft phone clients installed on computers or mobile devices.
- Desk phones and phones placed in common areas will be phased out over the next year.
- Only users who handle Payment Card Industry (PCI) information or handle/require physical security will be issued hard phones.
  - Users can request exceptions by submitting a TechConnect service request

# Analog Faxes will be Phased Out

All users will have the ability to send and receive faxes using their soft phone client



Your assistance is needed...

# What can You do to Prepare?

- Keep your contact information current by following the instructions on the [Updating Your Work and Personal Information](#) webpage.
- If you need to update your work address, complete and submit this [IRIS Update Office Address form](#).
- Start using the full 10-digit phone number (901.448.####) when calling campus.

# Headsets

- A limited number of headsets will be available through your Business Manager.
- Headsets can be ordered through the HSC Hub.



# Departmental Phones

Submit a [TechConnect Service Request](#) if your department has any of the following:

- A main department number (e.g., 901.448.5600)
- Call Queues/Groups: Multiple people answering the same phone number or multiple phone numbers
- Pagers
- Fax numbers that need to remain in use (e.g., published fax numbers used by customers/vendors)



# Project Timing

- Over the course of 2022, RingCentral will be made available to the Memphis campus.
- Groups will be informed prior to receiving RingCentral.
- Online training will be available with the rollout.
- Additional information will be available on [TechConnect](#).
- Submit RingCentral service requests through [TechConnect](#).

Thank you!

