

# New River Community and Technical College Phone and Fax System Implementation 2024

As we implement the new *Alpha Voice* phone and fax system every employee assigned a phone number will receive:

- (1) a new phone handset,
- (2) a mobile app (**Alpha Voice Mobile**),
- (3) a soft phone (**AV Webphone**), and
- (4) access to the **Alpha Voice web portal** to manage your phone (and fax) services.

Implementation will be one site at a time, and it will take a few weeks until all users are on the new system. At that time we will decommission the current Cisco Call Manager and voice systems.

The MCC was updated on Tuesday, **November 19, 2024**. Since then we've migrated the ATC and the NCC. We're scheduled to complete the GVC and RCC during the week of **December 10 and 11, 2024**.

The following information applies to all users on the new system:

1. Users can dial an outside line without first dialing a 9 prefix. For example, the ORU has one phone number that is not part of our system, so to call the ORU you would dial the full number (304-799-4950). Similarly, in the event of an emergency you would dial 911 and **not** 9+911.
2. Until all campuses are updated to the new system, to call or transfer a call between the old and new system will require **dialing the full number**. This is temporary and once all sites are on the new system, every user can simply dial 4-digit extensions to place a call or forward a call.
3. As each site is updated all users should login to the **Alpha Voice** portal and click into your Profile Settings to:
  - a. **change your password and PIN**,
  - b. **create your voice greeting**, and
  - c. become familiar with your **AV Webphone**, and other options available to you.

There are many options, so you may want to explore the **online directory** of all New River phone users and **other features**.

The **Alpha Voice** portal is accessible with this information:

URL:	<a href="https://admin.alpha-voice.us/portal/">https://admin.alpha-voice.us/portal/</a>
Username:	your full New River email address – <b>user@newriver.edu</b>
Initial Password:	<i>please contact the Help Desk</i>
Initial Voicemail PIN:	

# New River Community and Technical College Phone and Fax System Implementation 2024

## **Documentation**

<https://web.newriver.edu/phones/>

### **Alpha Voice Portal.pdf**

<https://web.newriver.edu/phones/Alpha-Voice-Portal.pdf>

This user manual provides helpful information related to using the online portal services to manage your phone. It has steps for creating a new password, changing your voicemail PIN, recording your Greeting, and managing your voicemail and AV Webphone.

### **Alpha Voice Mobile App.pdf**

<https://web.newriver.edu/phones/Alpha-Voice-Mobile-App.pdf>

This manual explains how to download, configure, and use the mobile app on your cell phone. The Mobile App enables you to make/receive calls from your business number by using your cell phone.

### **Alpha Voice Main Phone Guide.pdf**

<https://web.newriver.edu/phones/Alpha-Voice-Main-Phone-Guide.pdf>

This manual provides detailed steps for using all the features of your new phone handset. We've purchased three models of phones, and each one has its own additional manual (see below).

### **Yealink – T43U Quick Start Guide.pdf**

<https://web.newriver.edu/phones/Yealink-T43U-Quick-Start-Guide.pdf>

### **Yealink – T48U Quick Start Guide.pdf**

<https://web.newriver.edu/phones/Yealink-T48U-Quick-Start-Guide.pdf>

### **Yealink – T54W Quick Start Guide.pdf**

<https://web.newriver.edu/phones/Yealink-T54W-Quick-Start-Guide.pdf>

### **Alpha Voice Fax.pdf**

<https://web.newriver.edu/phones/Alpha-Voice-Fax.pdf>

This manual is only needed by a dozen or so users who are expected to use fax services. These users have been configured and assigned fax numbers and will receive additional information by email with usernames and passwords.