CORPORATE DIVISION RELOCATION SITE MOVE

WELCOME PACKET

For CORPORATE DIVISION RELOCATION SITE
Employees and Contractors

Dear CORPORATE DIVISION RELOCATION SITE Employees and Contractors,

Welcome to the new RELOCATION SITE office for the Implantable Electronic Systems Division. Enclosed in this packet is information you will need to familiarize yourself with the new facility and other helpful information you may need as you get acclimated.

It is important to keep in mind that over the next week or so, there may be continued work in the building and property. We appreciate your patience while we are completing the work.

Enclosed in this packet you will find the following information:

- Support Contact Information (page 3)
- Printer Configuration Information (page 6)
- Facility Diagrams including
    - Printer Locations (page 10)
    - Conference Room Locations (page 4)
- Phone Quick Reference Guide (end of packet)

If you need any assistance beyond what is provided in this guide, the move coordinators, Global IT, and facilities management are here on to assist you.

Thanks again and WELCOME!

Support Contact Information

During Monday (PRE-MOVE DATE) morning:

Your assigned Move Coordinator will meet with you and assist in answering questions you have about the move, as well as address issues you may have with your space, phone, network access, and the like.

Your Move Coordinator will explain to you how to use the colored issue tickets that will be used to track the concerns you discover during the first few hours of move-in.

After Monday (PRE-MOVE DATE) morning:

During the early afternoon on Monday, your outstanding issues will be transferred to the IT Service Desk; this will not require any action on your part. During that time, your issues will be logged into the IT Self Service portal by our move coordination team and you'll be given a tracking number (the standard IT self-service procedure). Your Move Coordinator will give you more detail about your outstanding issues during this process.

If you need to contact the IT Service Desk for any reason, use the same phone number and email address you're familiar with:
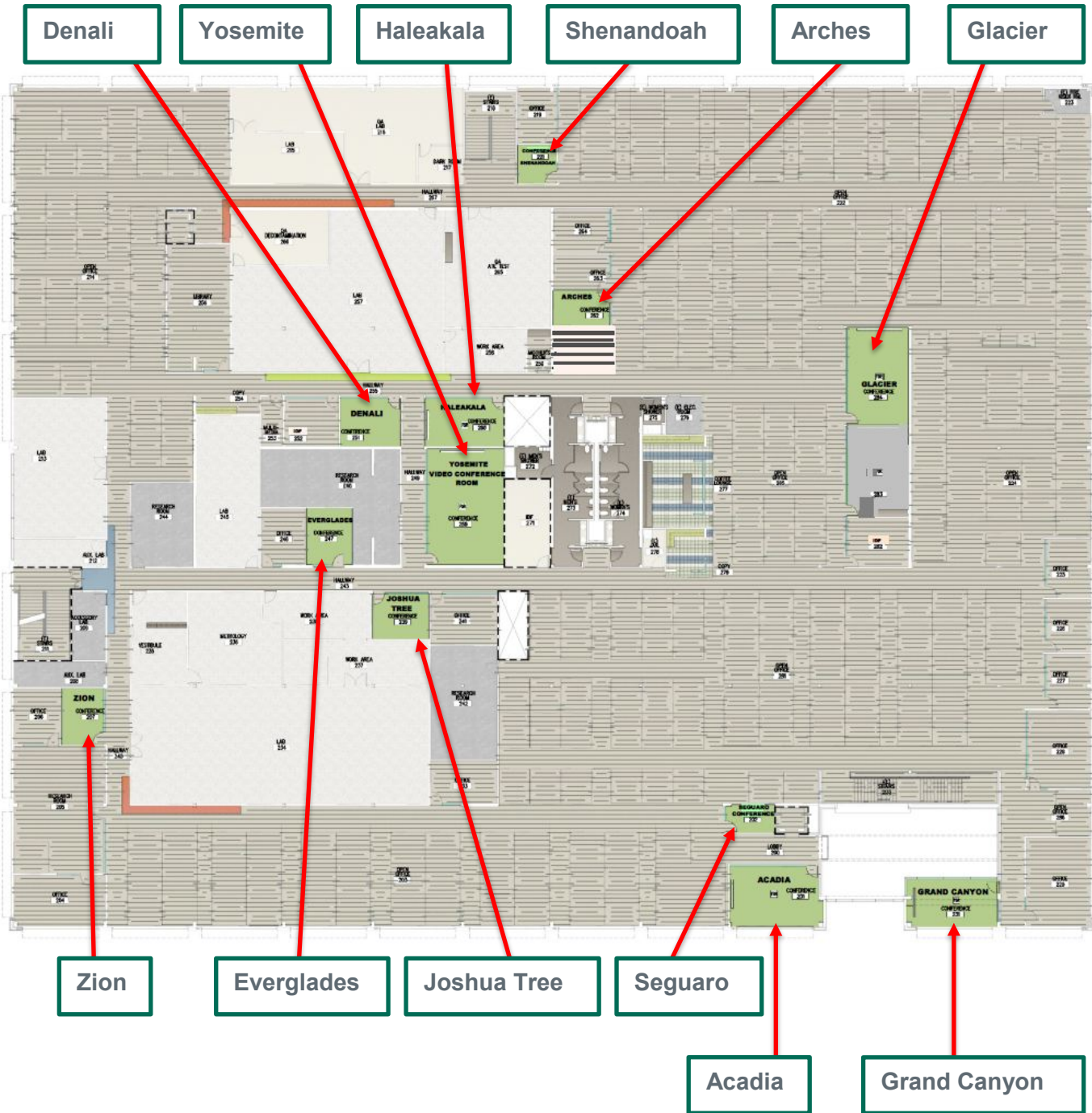
PROPRIETARY MATERIAL

Conference Room Locations

Provided are maps of the first and second floors of the new building, in which the conference rooms are highlighted. Note that the first floor rooms are named after famous inventors, and the second floor rooms are named after US national parks.

First Floor
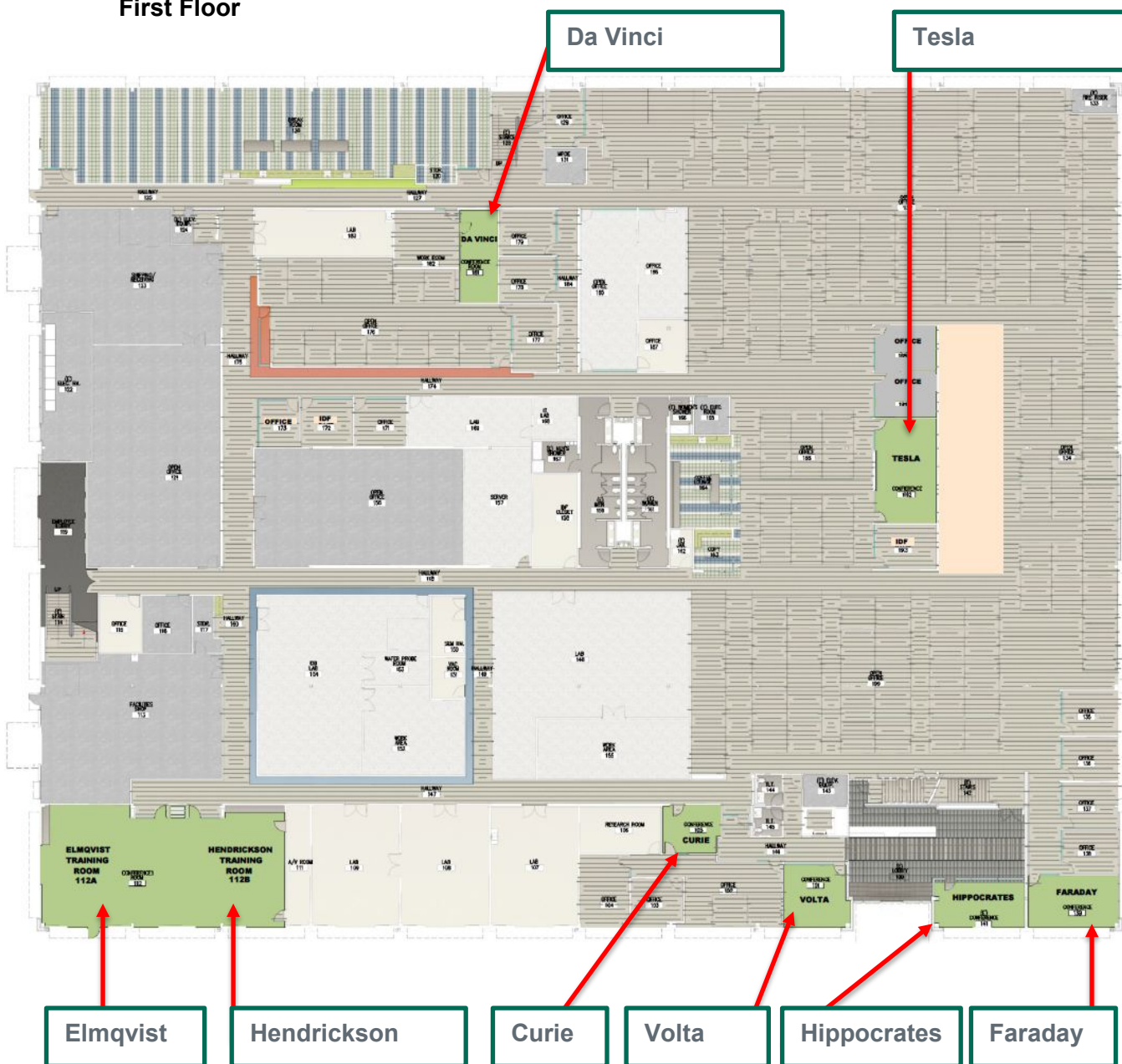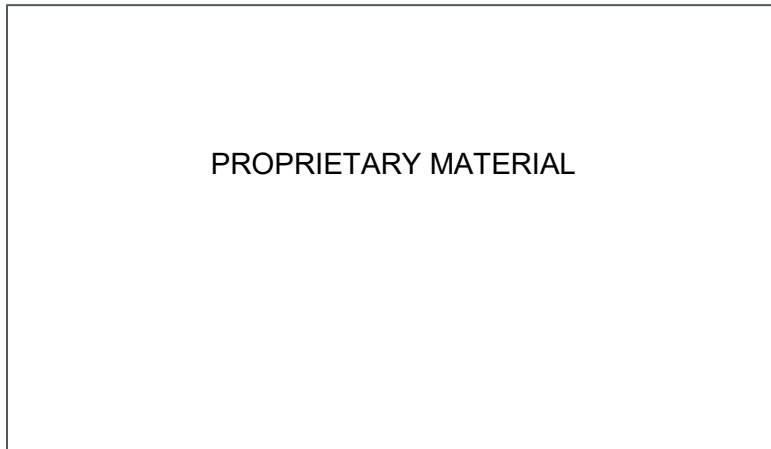
Second Floor

Updating Printer Configurations

Deleting Existing Network Printers and Adding New Network Printers at 645 Almanor RELOCATION SITE Location

- The following outlines the procedures for deleting your existing network Canon printers from the old STREET ADDRESS location, and adding your new Canon printer(s) at the new STREET ADDRESS location.

- The existing Canon printers with name designation USSV_70x_xx will no longer be valid on DATE.

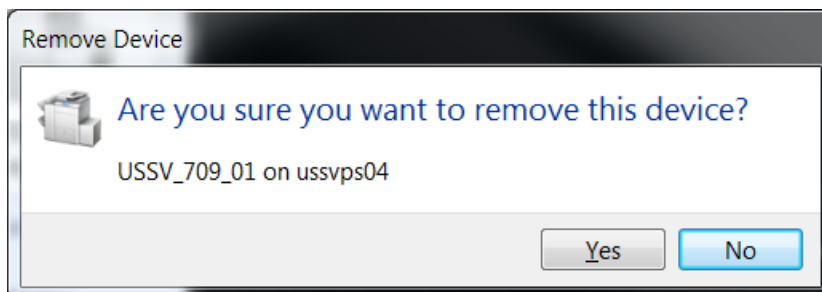- The new naming convention for the network Canon print queues is as follows:

USSV_F1_xxxx (where F1 designates floor 1 and xxxx designates numbered area location on floor map).

USSV_F2_xxxx (where F2 designates floor 2 and xxxx designates numbered area location on floor map).

Removing printers in Windows 7: Open "Devices and Printers"

PROPRIETARY MATERIAL

Next, select any USSV_70x_xx printer(s), right click and select "Remove Device"

Remove Device

Are you sure you want to remove this device?

USSV_709_01 on ussvps04

Yes   No

Click yes to complete removal.

Removing Printers in XP:

- Click on the Start Button
- Select "Printers and Faxes"
- Next, select any USSV_70x_xx printer(s), right click and select "Delete"

<u>Setting up a new Printer in Windows 7 and XP</u>

- Open up a web browser and type http://xxxxxx/xxxx
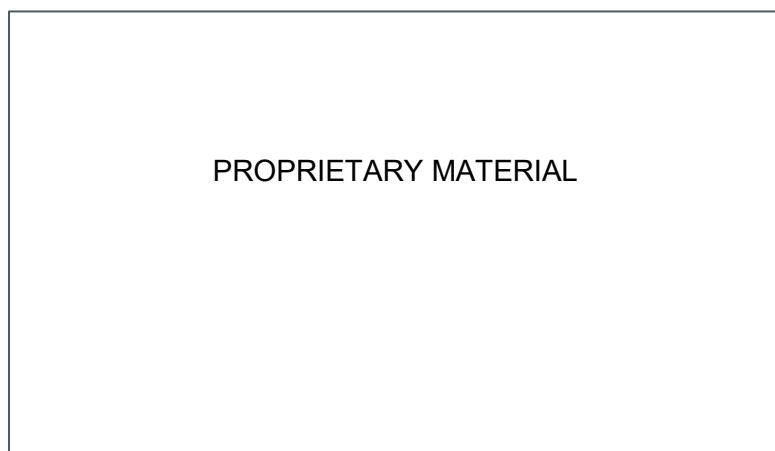- The following web page will display:

PROPRIETARY MATERIAL

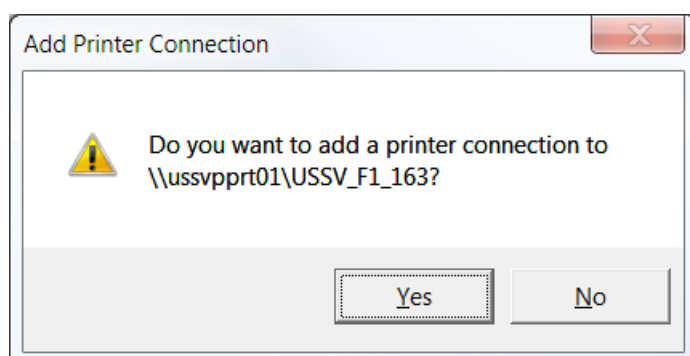Under "US Locations", select RELOCATION SITE and the following printer list will be shown:

PROPRIETARY MATERIAL

On the left, single click on the printer you wish to install and the following page displays:

PROPRIETARY MATERIAL

Select "Connect" under Printer Actions and the following prompt shows:

Add Printer Connection

⚠️ Do you want to add a printer connection to \\ussvpprt01\USSV_F1_163?

Yes   No

Select "Yes" and the printer will automatically be installed and display the following message:

Printer Installation

The printer has been installed on your machine

You are now finished installing your printer.

Maps to Printer Locations

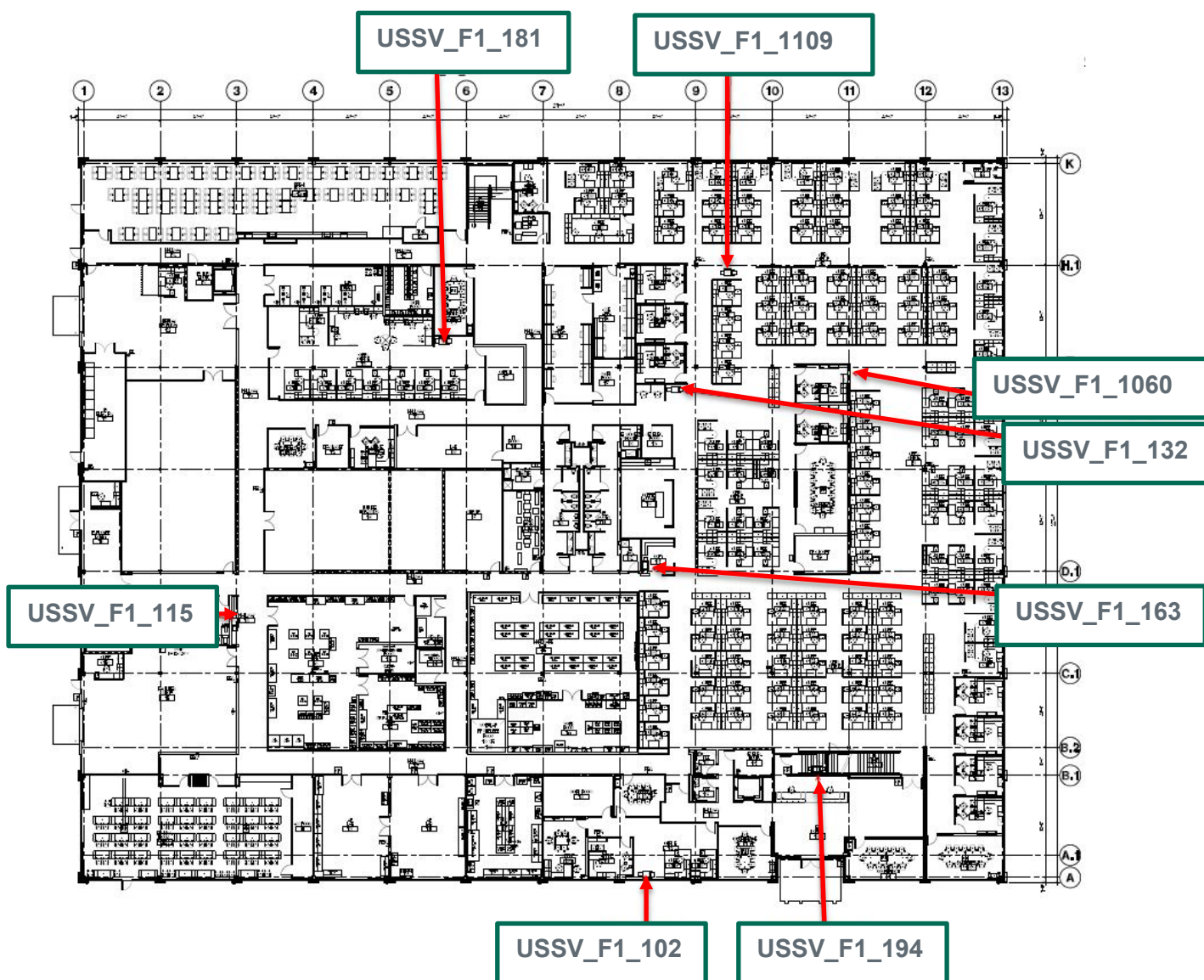To view a map of the first floor printers follow this link:

http://xxxx.com/xxxxxxxxx/xx/xxxxxxxx/xxxxxxxxxxxxxxxxxxx

To view a map of the second floor printers follow this link:

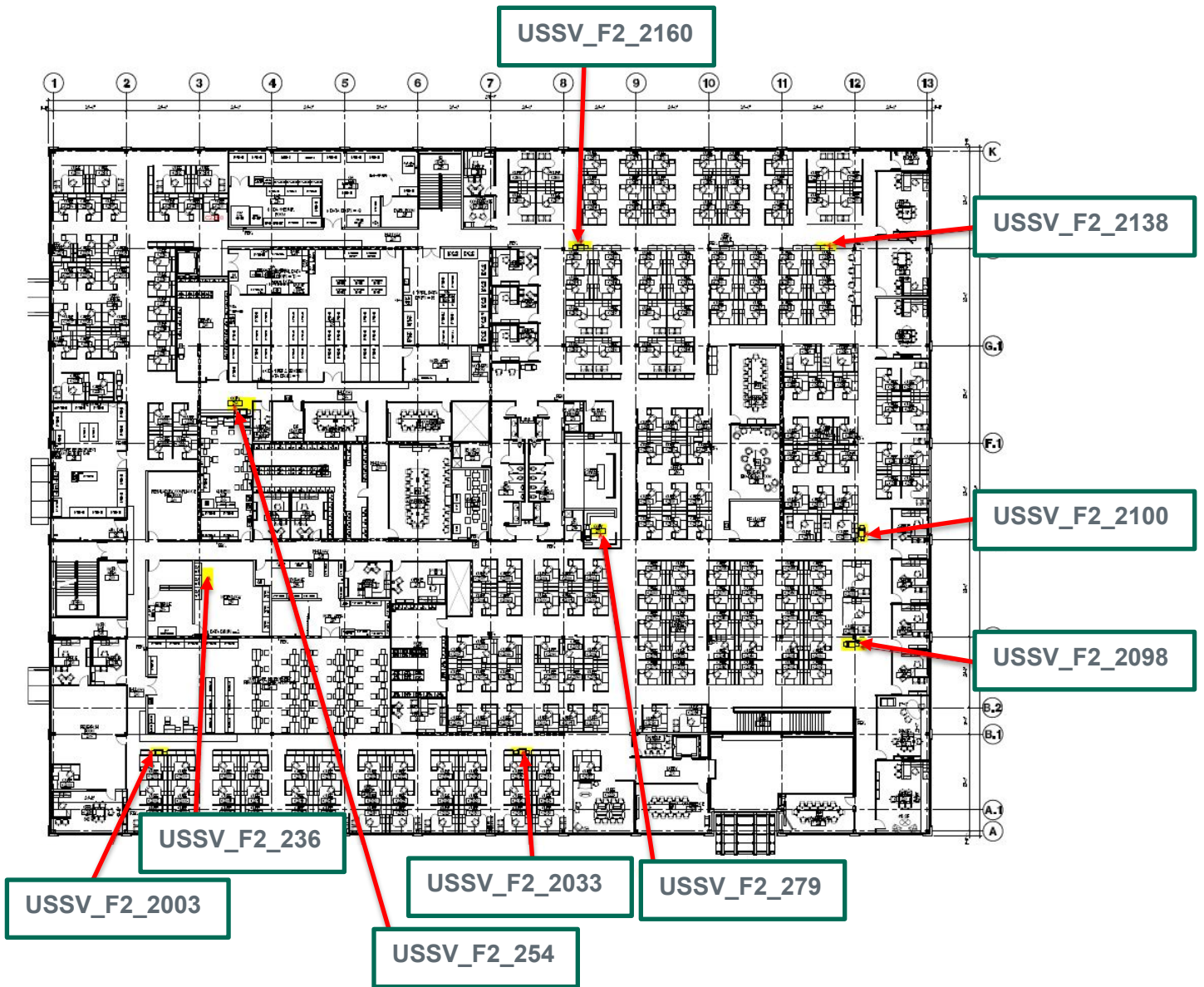http://xxxx.com/xxxxxxxxx/xx/xxxxxxxx/xxxxxxxxxxxxxxxxxxx

Printers Locations

Provided are maps of the first and second floors of the new building, in which the printer locations are highlighted. To download maps to the printer locations, please refer to *Maps to Printer Locations* in the previous section.

First Floor

Second Floor

USSV_F2_2160

USSV_F2_2138

USSV_F2_2100

USSV_F2_2098

USSV_F2_236

USSV_F2_2003

USSV_F2_254

USSV_F2_2033

USSV_F2_279

Information on New Cisco Phones

With your new Cisco phone comes a host of new features, as well as a number of changes:

1) You no longer have to dial 9 for an outside line.

2) To call other RELOCATION SITE extensions, simply dial # + last 4 digits.

3) To dial other CORPORATE offices in the US dial the 7 digit number.

4) **Callers should dial 911 directly**. When a call is made to 911 key responders in the RELOCATION SITE facility are notified and they will follow-up to assist and ensure that emergency services will be able to easily find you. 911 operators will have the ability to call you back on your Cisco phone. If you misdial and hang-up without talking to them, they may call back to ensure there is not an emergency. It is import to talk with them to prevent them from dispatching assistance.

5) Your extension will show on outbound calls instead of the main number.

6) To reach the front desk, dial 0#.

7) Paging is not available in the new building.

8) Your voicemail account will be moved over to the new server. Your greetings and messages will be migrated. Your PIN number will be same.

   a. Single inbox will be enabled so your voicemail messages will start showing in your Outlook.

   b. Viewing your voicemail messages in Outlook will also flag your voicemail as listened to in your voicemail box, thus turning off the voicemail indicator light on your phone.

   c. Deleting your voicemail messages in Outlook will also delete the voicemail message in your voicemail box

   d. The process to access your voicemail externally has changed.
      To log on to voice mail from outside
      - Dial the external voice mail phone number dial
        o Locally +1 US PHONE NUBMER
        o US Toll Free +1 US PHONE NUMBER
      - Press the * key when voice mail answers

- Enter your ID (11 Digit Extension), then press # key.
- Enter your PIN, then press the # key.

For more information, please refer to the quick reference guide.

9) If you need assistance, please contact the CORPORATE Service desk

Note on Using Plantronics Headsets

If you use a Plantronics headset, it will be connected to your new phone. The HL10 lifters will not be placed on the new phones. If you had a lifter and need that functionality please contact your admin to see about getting an electronic hook switch cable.

Information on your new Cisco phone's features is available in this packet as well as online.

Cisco VoIP Training Center

To help you get accustomed to your new phone, visit the Cisco VoIP Training Center. This site houses computer-based learning material for all the various Cisco services used throughout CORPORATE OFFICES.

CISCO 7965/45 for St. Jude

http://access.voiptrainer.com/xxxxx

Inside the VoIP Training Center site, find the course for CISCO 7965 and 7945 phones.

Also within the training center, you can view courses on other features provided by the Cisco phone system, such as:

- Communications Manager: This web application that allows you to control phone features and settings call forward, speed dials, personal address book, fast dials, etc.

- Cisco Unity Voicemail Web Inbox   This page lets you manage voice messages and any voice message receipts you receive.

Cisco Phones Quick Reference Guide

In the back of this packet, you'll find a convenient and easy to use quick reference guide, which covers the most widely used features.