

Chapter 19

Telephones and Telecommunications

ARS policy is that all telephones will be answered with proper identification of the Agency (Agricultural Research Service) and identification of the office or individual answering the telephone and that telephone coverage will be provided during normal business hours. USDA Regulation DR-3300.1 establishes policies and assigns responsibilities of the management and use of all aspects of communications services, equipment, and resources within USDA.

Acronyms: See [Chapter 22](#) for a comprehensive list of commonly used acronyms.

References: [DR 1409-001](#) – Broadcast Media and Technology Policy
[DR 3300-1](#) – Telecommunications & Internet Services and Use and Appendix A – M
[NPA PM-05-006](#) – Building Automation and Control Systems (BAS or BCS)

Web Sites: AFM Policies & Procedures (P&P) and Manuals (M)
<http://www.afm.ars.usda.gov/ppweb/>
Office of the Chief Information Officer (OCIO)
<http://www.ocio.usda.gov/index.html>
NPA Policy Memorandums (PMs)
<http://www.ars.usda.gov/Main/docs.htm?docid=16552>

Attachment 1: Memo and Instructions, VERIZON BUSINESS/MCI FTS2001 Audio Conference

Points of Contact:

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Verizon Business/MCI Calling Cards

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VERIZON BUSINESS/MCI FTS2001/WorldComm Teleconferencing Services

USDA's preferred method of teleconferencing is to use VERIZON BUSINESS/MCI FTS2001/World Comm. See Attachments for instructions on using VERIZON BUSINESS/MCI FTS2001 Audio Conference.

VERIZON BUSINESS/MCI FTS2001/WorldComm Instant Meeting Teleconferencing Services

If you utilize teleconferencing services on a regular basis, we recommend that you set up VERIZON BUSINESS/MCI/Instant Meeting subscription as it is most convenient and lowest cost. When you enroll for Instant Meeting Service, you will be assigned a personal toll free number, along with a leader passcode (should be kept confidential), and a participant passcode that is to be shared with the participants. Once established, these numbers can be used each time you want to hold an audio conference via Instant Meeting as long as the service is enabled. Instant Meeting is a feature of Unattended Service (no Operator) so only the following features are available:

- *1 Help Menu
- *2 Roll Call (Leader)
- *3 Roll Call (Leader or Participant)
- *4 Conference Mute/Unmute
- *5 Conference Continuation
- *6 Self Mute/Unmute
- *7 Secure Call
- *8 Participant Count (Private)
- *9 Entry/Exit Announcements – Tone, Recorded Name & Silent Entry

Instant Meeting accounts will be deactivated after 90 days of inactivity. You may have multiple Instant Meeting numbers if there is sufficient demand.

VERIZON BUSINESS/MCI Calling Cards

To request a VERIZON BUSINESS/MCI Calling Card, the Administrative Officer (AO) will e-mail the request to the Property Management Technician at the Area Office, providing the name of the cardholder and indicating whether or not they need international calling capability.

January 21, 2009

SUBJECT: VERIZON BUSINESS/MCI FTS2001 Audio Conference

TO: Administrative Officers
Fort Collins Secretaries

FROM: Hank Davis /s/
Information Technology Specialist

Attached are instructions for scheduling an audio conference at your location. At the top you will see that an Audio Authorization Code is needed. This number is specific to each office/location and is not transferable. Any employee at your location can use this authorization to set up a teleconference, but do not "loan" the number to others. If you do not know your Audio Authorization Code, please either contact Hank Davis (hank.davis@ars.usda.gov) or the NPA Helpdesk (ARS-NPA-5401-Helpdesk@ars.usda.gov) to obtain your location's code.

Other information:

- Since this is part of the VERIZON BUSINESS/MCI FTS2001 package, the cost of the teleconference is paid at the Agency level.
- We have been advised that "while it is possible to use your VERIZON BUSINESS/MCI FTS2001 calling card for audio conferencing, it is not recommended since that feature is currently billed commercially."
- You can arrange a conference call with as little as 20 minutes notice.
- Unattended service is recommended for the experienced audio conferencing user. When you schedule the teleconference, the operator will give you a passcode that you distribute to each call participant. If you experience any type of problem during the teleconference, you can press (*) and then (0) to summon a coordinator for immediate assistance.
- Information to give your participants:
 - Date, time, conference number, passcode, and agenda or other instructions
 - If using a speaker phone, be sure to use the mute button when not speaking
 - If your phone system plays music, avoid placing the call on hold
 - If you disconnect, re-dial the conference phone number and enter the passcode

If you have any questions, you may call me on 970.492.7012 or email hank.davis@ars.usda.gov or the NPA Helpdesk on 970.492.7111 or email ARS-NPA-5401-Helpdesk@ars.usda.gov.

Enclosure

cc:

Linda Armand
Elisa Dawdy

MCI Account #
Audio Authorization Code # _____

How to Make an Audio Conference Reservation

Your new audio conferencing service is ready for use! This 24/7 audio conferencing center has no call capacity or duration limitations. You may request daily, weekly, monthly or one-time-only conference calls by simply dialing a toll-free number and establishing your reservation. The Reservationist can assist you with determining the level of service your call requires, in addition to helping you with questions about 'Optional Features' that may enhance the effectiveness of your call. You may wish to print this page and have it handy during the reservation process.

1. Make a Reservation

Dial: 1-877-855-4797 and select "Option 1" for audio conferencing.

2. Provide Information

The Reservationist will request the following information to establish your audio conference call:

- Your authorization code: (**For reservation purposes only - do not distribute**)
- The Conference Leader's name & phone number they will be at during the conference call
- Date, time, and approximate duration of your conference call
- Approximate number of participants or locations joining the call

3. Select the 'Type' of Audio Conference that best suits your needs

- **Toll-Free Meet Me:** Participants dial a Toll-Free number and are prompted by a Conference Operator to provide their Password. The Operator then enters them into the conference call.
- **Toll Meet Me:** Participants dial a long-distance number to access your call. (Cost-savings for Leader). An Operator then prompts them for their Password and joins them into the conference call.
- **Dial-Out:** A Conference Operator dials-out to each participant and places them into the call.
- **Instant Meeting:** Recommended method for those utilizing teleconferencing services on a regular basis, due to convenience and lower cost. When you enroll for Instant Meeting Service, you will be assigned a personal toll free number, along with a leader passcode (should be help confidential), and a participant passcode that is to be shared with the participants. Once established, these numbers can be used each time you want to hold an audio conference via Instant Meeting as long as the service is enabled. Instant Meeting is a feature of Unattended Service (no Operator), so only the following features are available:

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4. Select Features

Inform the Reservationist of any special features that you would like to utilize for your meeting, such as:

- **Listen Only:** Non-speakers are placed on mute, allowing for a quiet and organized call
- **Roll Call:** The Conference Operator can perform a roll call of all parties on-line.
- **Standing Reservation:** Schedule recurring calls, (daily, weekly, monthly. etc.).
- **Enter & Announce:** The Conference Operator will enter participants into the call and announce their name
- **Music on Hold:** The participants will listen to music while waiting for the call to begin
- **Tone In/Tone Out:** There will be a distinct sound that is heard when a new participant joins your call/there will be a different sound that is heard when a participant drops off or disconnects from the call
- **First In Enunciator:** Participant is informed that they are the first call