

# Telephony FAQs – 259 George Street

## Phone

### What is included with the iPhone 7?

The iPhone 7 is both your mobile phone and desk phone and comes with fully configured for DoE email, standard DoE applications and will be able to connect to the DoE staff WiFi. It comes with a charger and headset. The iPhone also provides unlimited national calls and 2GB data for official use.

### How can I transfer my outlook contacts to my corporate phone?

When your phone is issued, you will enter your username and password to access the features. Ensure that all required contact details are in Outlook as this is how your contacts will be transferred and synced with your iPhone

After you have been issued with the iPhone, update your contact details in the staff directory to reflect your new phone numbers and update your email signatures (iPhone and laptop) to reflect your new phone numbers

### I have a corporate iPhone 7 currently – will I receive a new iPhone?

If you have an iPhone 7 or newer you retain your phone and existing corporate number. A standardised DoE configuration will be applied on your phone during your booked session with Telstra and your phone will be reset. Please ensure that you have backed up and transferred all personal data. Please also check that you know your Apple ID and password.

### I have a corporate phone older than iPhone 7 or another brand – will I receive a new iPhone?

Based on job description and if you are relocating to activity based working you will get a corporate iPhone 7 and SIM.

### Will contractors receive iPhones?

Yes. Based on job description and if you are relocating to activity based working you will get a corporate iPhone 7 and SIM.

## Usage and Settings

### Can I use the iPhone for personal use?

Your iPhone is provided for work use and is subject to standard DoE policies and procedures. [Click here](#) for DoE's Communications Devices and Associated Services Policy.

### Can I install Apps on corporate iPhone for personal use?

You may add additional apps, personalise your iPhone and store appropriate personal information commensurate with DoE policies and procedures.

Upon returning the iPhone or if the iPhone is lost or stolen, all personal information is wiped. EDConnect does not provide support for personalisation and personal use of the iPhone

### Can I take my phone home?

If you are rostered for out-of-hours work and your iPhone is a duty phone then you take it with you out of hours as per current DoE policies and procedures. Otherwise you do not need to take your iPhone home and can be left in your locker outside business hours and when on leave or similar as per current DoE practice

### How do I setup and access voicemail?

Voicemail should be set up for you when phone id deployed but can be setup or changed by following voice responses when collecting voice mail. If you require assistance with setting up or accessing your voicemails, please follow these instructions:

- ❑ <https://www.telstra.com.au/support/category/home-phone/features-settings/setup-activate-and-manage-your-home-phone-messagebank>

### Will information from Outlook be synchronised with the iPhone?

All information in Outlook, such as mail, address book, calendar, etc, will be synced to your new iPhone. You will need all of your contacts to be in DoE Outlook to ensure they are synced properly.

You will need your DoE login credentials to activate email.

### How many calls can I make?

The package includes unlimited local/national calls and for use within Australia only.

### Can I make international calls?

You are unable to make international calls.

### How do I monitor my data usage?

EdConnect has access to monitoring data usage.

## Applications

### Where do I find the Skype for Business app on the iPhone?

Skype for Business allows you to make or join conference calls and online meetings, use video conferencing, instant messaging (IM) and much more.

If you do not have the Skype for Business app on your existing iPhone, check the Catalog or [go to the app store and install Skype for Business](#). Open the app and enter in your email [firstname.lastname@det.nsw.edu.au](mailto:firstname.lastname@det.nsw.edu.au). For instructions on how to log in for the first time, [click here](#) (scroll down to 'Skype for Business – iPhone').

### Can I get the Telstra Liberate App?

No. A decision has been taken that Liberate is not required and hence will not be provided for the 259 George street site.

## Support

### What do I do if my iPhone is lost, stolen or damaged?

If your iPhone is lost or stolen call 1800 994 905 immediately and report the loss. At this stage:

- Your phone will be locked
- If your iPhone is not found within 2 hours then the iPhone is wiped and SIM suspended
- You can order your replacement iPhone via your manager
- If you find your iPhone after this, please return your iPhone to your manager

If you damage your iPhone:

- Call 1800 994 905 - they will advise next steps

A change of phone number is at the discretion of your line manager through existing processes. Any replacement of iPhone after initial distribution is charged to your cost centre.

### Will Telstra be available for support?

Telstra will be on site from 25 to 29 June 2018 (on Level 7)

For ongoing support call 1800 994 905