

HKTA Tang Hin Memorial Secondary School: Improve Campus Communication Flow via VoPax IP Telephony Solution



HKTA Tang Hin Memorial Secondary School, which was established in 1982, is one of the outstanding schools in North District. The school uses “Grasp Principles, Cultivate Virtues” as the motto, and devotes in all-round education laying equal emphasis on virtue and wisdom. It instills profound knowledge and a noble character in the students, and cultivates them to nurture the spirit to serve the community.

Challenge

In order to achieve a better education management mode, an effective communication between students, parents, teachers and staff is a prerequisite. A harmonious learning atmosphere requires a well-organized co-ordination from all participants. Mr. Wong, the IT Teacher from HKTA Tang Hin Memorial Secondary School, illustrates that if a student had to find a teacher in the past, they had to use the intercom system in corridor to broadcast the message to the whole teachers’ room. This was quite disturbing. Besides, the previous telephony system lacked advanced functions as staff could not answer the calls from parent during non-office hour. Thereby, the school planned to deploy a comprehensive communication platform to improve work efficiency.

Solution

When comparing with different solutions in the market, the school aimed to seek a suitable platform with the least changes for the existing communication network and correspond to the principle of low cost and high efficiency. Thereby, Vopax is chosen as it is based on the existing network environment and the price is reasonable. ICT Technologies & Services Limited configured a V150 call processor, six PSS42B IP Phones and eighty-two PSV42B IP



VoPax IP Phone Solution

Advantages

- Enhance Communication Effectiveness
- High Efficiency with Low Cost
- Improve Campus Image
- Systematically Handle Incoming Calls

Phones, so as to provide an individual phone set for each staff and special rooms, and create an excellent communication platform for them to communicate with external and internal parties.

Benefit

Mr. Wong points out, VoPax IP Telephony Solution brings benefits for students, staff and the school. It helps resolve the problem from previous intercom system. Under the new system, teachers have their own IP phone sets, and students can directly talk to the teachers in teacher room by dialing the extension number in the phone set in the corridor. It is much more convenient and will not disturb other teachers in the room.

Moreover, staff is able to talk to each other simply by dialing the extension. Mr. Wong gives an example that, if there is emergency during examination, the examiners can contact to other teachers for help by using the soft phone in the computer. It is definitely helpful for emergency management.

Furthermore, with the function of auto attendance, incoming calls will be answered by a pre-recorded message and be auto-transferred to the selected staff; and the voicemail box can be helpful for teachers to handle the missed calls. It greatly simplifies the call flow and enhances the school image.

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