

# Frequently asked questions about VoIP

The Davis campus is converting its phone network from analog, which uses traditional phone lines, to Voice over Internet Protocol (VoIP), which operates over the internet. This FAQ answers common questions about the conversion.

## GENERAL INFORMATION

### **Is everyone on campus getting a new phone?**

Faculty and staff who now have an office phone will get a new one. The guideline is “like for like”—if you have a standard phone now, you will receive a new standard VoIP phone. If your work area has a conference phone, it will receive a new conference phone. And so on.

### **Do these phones work differently than the phones we have now?**

From the customer’s perspective, VoIP phones work much like analog phones do. They do offer more features than the analog models they are replacing.

### **Why is the campus doing this?**

Accomplishing this change will improve performance, add features to campus phones, make campus phones compatible with changes in how people communicate, and save UC Davis the expense of maintaining a traditional, separate phone network that was installed in 1987.

### **When will we get new phones?**

The conversion is occurring during 2017 and 2018. The campus has about 10,000 office phones, and the work will proceed in phases, scheduled by Communications Resources as it works with departments and units across campus.

### **Who can I talk to, to find out when our unit will get new phones?**

Talk to your authorized telecommunications representative (ATR). Each unit has at least one ATR and at least one customer service representative (CSR)—typically, they work in your unit or department. Communications Resources works with them on phone-related issues, and they will be among the first to know when your unit or department will move to VoIP phones. They can also be a great way to send feedback to Communications Resources.

Basically, Communications Resources is scheduling installations about three months out. Planners take several factors into account as they map the transition, including individual units’ schedules, the influence of the academic calendar, construction projects, and so on.

Find your ATR in this directory, <http://cr.ucdavis.edu/commsrv/voice/atrsearch/search.cfm>.

**Our area needs more phones or services than we have now. How do we accomplish that? Do we need to wait to make these changes until we get VoIP phones?**

You can order additional phones and services anytime by using our service deployment process. Talk to your unit's ATR; they can order services for you.

**Do we have to pay a special charge for this VoIP installation?**

You do not have to pay for replacing existing phones. If you add or upgrade phones, then that will likely incur an expense. If your phone has a headset, you might need to buy a new one that will work with the new phones (they are made by Cisco).

**Isn't the Common Good Assessment paying for all phone services now?**

It pays for basic services, but not all. Read more about the CGA at <http://budget.ucdavis.edu/common-good-assessment/index.html> and [http://budget.ucdavis.edu/common-good-assessment/documents/cr\\_cga\\_faq.pdf](http://budget.ucdavis.edu/common-good-assessment/documents/cr_cga_faq.pdf)

## **PREPARING YOUR WORK AREA FOR THE TRANSITION**

**How should our work area prepare for the transition?**

Communications Resources will work with your unit's ATR/CTRs in advance, to describe the process, discuss how to prepare work areas, provide related information, and answer questions. Shortly before the transition, Communications Resources will take an inventory of your current phone setup, including any special conditions you might have.

CR crews usually will install all the phones for your area on the same day, and will be available to answer questions.

We have created a "know, do, share" sheet that we'll provide to your unit in advance, so that your unit can distribute copies to individuals. The sheet explains how the installation process will work, and what individuals should do in advance to prepare their desks.

**Will we get training on how to use the new phones?**

Yes. We'll provide how-to-use materials with your new phone. Materials are also posted online at [myphone.ucdavis.edu](http://myphone.ucdavis.edu), and you'll have an opportunity to attend a training class if you wish. Communications Resources staff will also be present during the transition to answer questions.

**Who will set up the new phones and make sure they're working? If individuals have questions about phone service, or about a phone that doesn't seem to be working, who do they contact?**

Communications Resources' crews will install the phones and make sure they're working. At other times, if you have service questions, contact your ATR. If you need to add or change phones, contact your CSR. Find your ATR in this directory, <http://cr.ucdavis.edu/commsrv/voice/atrsearch/search.cfm>.

## **USING THE PHONES**

### **What features do the new phones have, and how do they work?**

You can read more about the phones and their features in materials posted at <http://crcms.ucdavis.edu/myphone>. The materials include a “Welcome to VoIP” document, a quick-start user guide, a link to the “self-care” portal you will use to manage your phone settings, a self-care portal user guide, and information about voicemail and Jabber. Jabber is a “soft phone” service that allows you to make and receive phone calls through your computer. You will also receive a printed guide to your new phone when it is installed.

There’s a lot of information to digest. Many people prefer to wait until they have their new phone to explore the user guides, so that they can work with their new phone as they read about its features and decide which ones they want to use.

### **Will we get new phone numbers as part of this conversion?**

No. You will keep the numbers you have.

### **Do we have to log into the phones?**

Not just to use the phone, no. You will need to enter a PIN to access your voicemail.

### **How does the transition affect reporting for call center applications?**

We will offer new reporting for all customers enrolled in the call center application.

### **What phone numbers will people see on the phone’s display screen when we make calls?**

They will see your name and main number, unless adjusted otherwise.

### **Can we see the number of a person who calls us, even if they do not leave a message?**

Yes.