

Telephone Replacement F.A.Q.

Why do we need the new phone system now?

The primary reason is that we are at risk of a major phone system failure that has the potential to affect the safety of people on campus (911 and emergency calling).

What is the name of the new phone system are we switching to?

We will be transitioning to an Avaya Voice Over IP solution.

How does Voice Over IP work?

Unlike our current solution, which uses digital signals over traditional phone lines, the new system will receive data over the campus Ethernet. Voice Over IP (VOIP) phones also receive electrical power through the campus Ethernet.

How will my new VOIP phone be connected in my office?

Your new phone will be connected to the Ethernet faceplate in your office via a CAT-6 Ethernet cable. There will be a shorter CAT-6 Ethernet cable that will connect your desktop computer to your phone.

What if I have a docking station?

If you have a docking station for your laptop, your VOIP phone will be connected the same way as above, with the Ethernet cable plugging into the back of the docking station.

Will my computer continue to work if the phone system goes down?

Yes! Your desktop computer will continue to receive an internet connection even if the VOIP phone is not functioning.

How long will my phone continue to work after power goes out in my building?

System engineers have designed the system to remain running for up to an hour after a building loses power.

Are all of the phones on campus going to be Voice Over IP capable?

No. Several buildings on campus have not been upgraded to the campus' ITRP infrastructure. Information Technology Services is working to augment these buildings so that they can be VOIP capable in the near future. In the meantime, these buildings will use a new digital technology via the new phone system and receive a new phone.

Will we have the same features on the new phones that we had on our old phones?

Yes! Information Technology Services has been working with the vendor to ensure that the transition process be as smooth as possible. We have asked the vendor to ensure that all of the currently used features are migrated over to the new phone system.

Will we receive training on the new phones?

Yes! Information Technology Services has asked the vendor to hold numerous training sessions for the campus. Training sessions will be held prior to each cut, and are listed on the [building transition schedule](#). We will be scheduling additional training in September for anyone who was absent during the summer months. We will also be posting an online training video on the [Bulldog Calling website](#).

What type of phones are we getting?

- Voice Over IP phones
 - Avaya 9620L (small)
 - Avaya 9620C (medium)
 - Avaya 9640G (large)
- Digital Phones
 - Avaya 2410 (small)
 - Avaya 2420 (medium)
- Analog Phones
 - Retain current phone

What new features are we getting with the new system?

The new phone system comes with many additional features that the campus does not currently have. However, some of these features will not be rolled out during building transitions but in stages to help minimize the number of changes to the system initially. A couple of features that will be released at the initial transition will be IP Paging, allowing campus police to send out emergency announcements via the speaker phone on the new VOIP phones, and 6-way conference calling.