Voice Over IP (VoIP) Project

Congratulations! Your department is moving to voice over IP!

Project Details

- The entire campus is being migrated to voice over IP over the next year, organized by department and building.
- Phase ONE of this project focuses on migration of service from AT&T to the VoIP system. CISCO IP compatible phones will be installed and phone numbers ported. Only university approved CISCO phones will work with your phone number after the cut over.
- Phase TWO of this project will offer additional features and options for mobility. ITS will provide a campus standard for headsets and open options for advanced features.
- ITS will deliver your new IP phone, set it up, and remove your old one once the migration is complete. To ensure a smooth transition both your old and new phones will be on your desk for a few days.
- After 5pm on the evening before your migration, AT&T will make changes that will move your phone number to the new voice over IP phone system. When you arrive the next morning you will be on the new system!

Technical Details

- Your phone number will remain the same.
- Every dedicated number will offer Voice Mail (Please refer to the setup guide on the back of this page.)
- You will be issued a **CISCO CP-7841** phone. (Please keep the box.)
- Phones **connect via Ethernet**, not a traditional phone line. (Your phone will come with a 6 foot Ethernet Cable.)
- ITS is upgrading all Ethernet ports prior to Phase ONE to Power Over Ethernet (POE). Your phone will be powered through the Ethernet cable eliminating the need for a power supply. (See diagram below.)
- Your physical phone and phone number are linked and are recorded in an Emergency Management Database for 911 location. **Do NOT trade/switch phones for any reason.** If you physically move locations, change positions, or have new hires, please notify ITS via a TechExcel Ticket to update phone parameters.

Installation Details

- Your phone is configured by ITS before it is placed on your desk.
- ITS staff will make every effort to install your phone, but we might miss you if you are on vacation or out for a semester break. Please contact us upon return or follow these steps.

1. Ethernet cable coming from the wall port (POE) **MUST** connect here. DO NOT run the Ethernet cable from the wall into a switch first, power will be lost.

2. A second Ethernet cable will connect your phone to your computer, docking station, or switch, extending Ethernet to these devices.

Back of the CISCO CP-7841