Telephones

Directory Updates

- To update your campus phone information (your name, building location, phone number) in the Lehigh directory:
  - If you are using a VoIP phone, Click ‘submit a help request’ below and select ‘Telecommunications & Network Infrastructure’. Describe the change you are requesting.
  - If you are using the legacy phone system, contact the Payroll Office at inpayrol@lehigh.edu.

Teleconferencing

- Phone conferencing options now include Zoom. See Getting Started with Zoom and Using Zoom for Voice Calls.

Cisco User Guides

- Quick Start Cisco VoIP Telephone Guides
- Cisco Unity Voicemail Guide (includes accessing voice mail on or off campus)
- Unity Voicemail Menus and Shortcuts

Wireless Phones

- Wireless phone service discount plans for faculty and staff

Miscellaneous

- Telephone etiquette
  - Telephone and Voicemail FAQ

- Billing
- Campus Cisco Phone System
  - Campus Phones
  - Cisco Jabber Softphone
  - Forwarding and Unforwarding Calls from the Self Care Portal
  - Unified Communications (VOIP) FAQ
  - Voicemail
- Campus External Dialing Change from 9 to 7
  - Tips for configuring autodialers
- Classroom Phone Announcement System
- Directories and Information
  - Online Telephone Directory Services
  - Telephone Dialing Instructions
  - Updating your Directory Listing (LDAP)
- Disability Accomodation
- Student Telephones and Lines
- Telephone Etiquette
- Wireless Phones and Service
  - Mobile Phone Service for Faculty and Staff
  - Recycling Old Mobile Phones