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

- Cisco VOIP phones (Unified Communications System): We have descriptions and setup instructions on the LTS site.
- 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
  - FAQ: Student Personal Security Code
  - International Long Distance Rates
  - Long-Distance Calling Rates
- Campus Cisco Phone System
  - Campus Phones
  - Cisco Softphones
  - Forwarding and Unforwarding Calls from the Self Care Portal
  - Local Calling
  - Unified Communications (VOIP) FAQ
  - Voicemail
- Classroom Phone Announcement System
- Directories and Information
  - Online Telephone Directory Services
  - Telephone Dialing Instructions
  - Updating your Directory Listing (LDAP)
- Disability Accommodation
- Student Telephones and Lines
- Telephone Etiquette
- Wireless Phones and Service
  - Corporate Wireless Phone Service
  - Donating / Recycling Old Wireless Phones
  - Faculty/Staff Wireless Phone Service
  - Wireless Phone Service for Faculty and Staff