Unified Communications (VOIP) FAQ

- Will I lose phone service during power and/or data network failures?
- Will campus blue light emergency phones work in an event of power loss?
- How can I access my voice mail?
- What is the difference in caller ID displays?
- Are there long-distance charges with the telephone system?
- I am hearing impaired. Will the new phone system support hearing aids and other amplification devices?
- Can I move and relocate my own phone?
- What happens to my phone if I need to reboot my computer?
- What happens to my computer if I need to restart my phone?
- My question isn’t on this list. Where can I get help?

Will I lose phone service during power and/or data network failures?

Unlike traditional phones, you may lose service in an event of power loss because the VoIP phones run over the data network. If the building network is on a generator and your phone is not plugged in to local AC power, your voice service will continue working. In an event of a building power loss, ensure that you have your cell phone accessible in case of an emergency.

We have built redundancy into our network architecture to increase reliability.

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Will campus blue light emergency phones work in an event of power loss?

Yes, the blue light emergency phones will continue to work if the campus experiences a power loss.

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How can I access my voice mail?

During the initial rollout, voice mail can be accessed by clicking on the voice mail button on your phone. Consult the phone model guide for location of the voice mail button. In addition, you may choose to have audio files of voice mail messages sent to your Lehigh University email; these can be listened to directly on your desktop PC or mobile device. From off campus, you can access voice mail by dialing 610-758-4444 and following the prompts.

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What is the difference in caller ID displays?

[To be clarified when SIP calling is enabled.]

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Are there long-distance charges with the telephone system?

Yes, as with the old system, you will be charged for long distance calling.

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I am hearing impaired. Will the new phone system support hearing aids and other amplification devices?

Yes, the Cisco phones provide accessibility features for the visually, hearing and mobility impaired. For details, please consult the following user guides:

For the 8800 series: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cuipph/8800-seri...

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Can I move and relocate my own phone?

Yes, but it is critical to ensure LTS is aware of the phone move so we can update your phone location in the campus E911 system. To safely make E911 calls, please contact the Help Desk if you are planning to move your desk phone to a different office.

LTS HELP DESK

Get immediate assistance with your library and technology questions.

Chat, email, call 610-758-HELP (4357), text 610-616-5910, or come to EWFM Library's main lobby.

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What happens to my phone if I need to reboot my computer?
Nothing. Your phone will remain in service while your computer reboots.

What happens to my computer if I need to restart my phone?
You may briefly lose your network connection while the phone restarts.

My question isn’t on this list. Where can I get help?
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