

Enterprise Telecom Upgrade FAQ

How does this impact me?

You will receive a replacement phone for any phone that was in service as of Sep. 1, 2014. Additionally, some common-area phones will be replaced. Some of the call handling features may work differently on the new phone.

What do you need to do to get prepared?

Nothing at this time – more information about preparation tasks will be provided when the date of your department's transition approaches. A full length training video and short feature/device specific videos can be viewed at www.gru.edu/newphones.

What is the transition time frame?

We are actively updating our infrastructure to support IP phones. The installation of IP phones will begin in June of 2015 and will be completed before June 30 2016. New phones will be installed in parallel to your existing phone one to three days prior to your migration. During the period prior to your migration, your current phone will continue to functional as normal.

How will I be trained to use my new phone?

Training will be provided via formal classroom training, videos of classroom training, feature videos, quick reference guides, etc. A full length training video and short feature/device specific videos can be viewed at www.gru.edu/newphones.

How do I request a new phone?

Phone requests can be made via the Help Desk at 706-721-4000 or 706-721-7500.

How will I get support for the new phones?

To obtain support for any phone service, contact the Help Desk at 706-721-4000 or 706-721-7500.

Will I have to pay for a new phone if one in my department fails?

Phone failures due to defects in workmanship or technology will be replaced at no cost with a like device. Replacement of device failures due to misuse or abuse will be the responsibility of the department. Accessory replacement will be the responsibility of the department, regardless of the reason for failure.

What does a new phone cost?

It will vary based on the type of device and license needed.

Is there a recurring/monthly cost for phones?

If you are based in a university business unit, there is a monthly fee for phone service.

- A new billing process is under development.
- The monthly cost will not go up when migrating from traditional phones to IP phones.
- Once a department is migrated, a true up/reconciliation will be performed at the beginning of each fiscal year to determine your telephony cost for that year. It will be based on any changes (increase or reduction) to the number of phones you have. More information will be provided in the near future.

Note: If you are based in a health system business unit, there is no monthly fee.

Is there a cost to add voice mail to a phone that doesn't currently have voice mail?

There is a one-time cost of approximately \$125 to add voice mail to a phone that doesn't already have it. There is a cost savings if you purchase voice mail at the same time as buying a new phone.

If I add phones during the Enterprise Telecommunications project transition to the new system, will I have to buy the phones?

Yes. The number of phones purchased as part of the project was based on the number of phones in the organization at the time the quote was developed. Replacement of any phones added after Sep. 1, 2014 will be the responsibility of the department.

Can I order accessories for my phone?

Yes. If you need accessories such as headsets, handset cords, etc., you can order them from a recommended distributor. Please contact the Help Desk for assistance in selecting a compatible accessory. Please note that the cost for any accessories will be the responsibility of your department.

What can you expect of us during this project?

- We will keep you informed of our progress, key events that may impact you, and any scheduled network and/or phone outages.
- We will ensure that any special phones or phones with advanced features are appropriately handled during the upgrade.
- We will provide training resources, including hands-on classroom instruction, and video tutorials.
- We will provide advanced feature training for "power users" who need functions that go beyond the basics.