Hosted VoIP Frequently Asked Questions

1. Q: What is the cost of an IP Conference room phone? What is the model?
   A: Cost of the IP phone is $10 monthly and will be added to the $25 cost for a phone line. The model is Polycom IP 6000

2. Q: Are there mics available for the IP Conference room phone?
   A: Yes. Mics are available for the Polycom base IP 6000 and the cost is $4 monthly.

3. Q: If I utilize voicemail-to-email do I need to delete messages in both places?
   A: No. The voicemail message in your voicemail box will be auto deleted after 14 days. The voicemail-to-email message will remain in your email inbox until you delete it.

4. Q: Can I do conference calling on the new system?
   A: The new system will allow for 3-way calling from every telephone. If you have a need for larger conference groups the UNL reservation-less Conference Bridge would need to be utilized. This link provides details about the conference bridge and how to establish an account.

   https://cio.nebraska.gov/network-serv/voice/confcall.html

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1. Q: Is there an additional cost to the base technology fee to cover the telephone at the same location as your computer?
   A: No.

2. Q: Is UCD still an option?
   A.   Yes, a comparable solution is available at no additional charge.

3. Q: What will happen with fax machines and copy machine lines?
   A: We will either need to convert to a carrier non-Centrex option, or to VoIP. We are testing the VoIP option.

4. Q: Is there a less expensive option if all I need is dial tone on the telephone?
   A: No. Due to our current vendors discontinuing the Centrex service, the only option we will have is the VoIP at $25.

5. Q: How does this affect 24-hour facilities that have a PBX system?
   A: If you have a Nortel or Avaya system, it will be replaced with this solution. This will be done at a later date.

6. Q: Will there be information sent out about the prices.

A: http://www.cio.nebraska.gov/sla/pdf/RPT5_WEB_RATES_PUBLISHED.pdf

7. Q: Are we able to move the telephones on our own?
    A: For E911 purposes, all requests for phone orders need to be processed through the OCIO Voice Team.

8. Q: One of the columns on the inventory says that if voice mail is needed list the email address of the user. If there is a teammate change, do we need to notify somebody?
    A: No change in current policy. When there is a teammate change, submit a ticket with the new email address and we will make the change.

9. Q: Is there a cost to making the email change when we have a teammate change?
    A: No.

10. Q: Is the email change something we can manage in active directory?
    A: No. The OCIO will need to perform that configuration within the telephone system.

11. Q: We currently have an analog line with an add-on. Is there any solution for us to have an add-on going forward? We are not certain our current telephone is an analog phone.
    A: There are no analog lines that have add-ons.

12. Q: How many lines are the new telephone sets capable of handling?
    A: Telephone set 6865i is a 2-line capable telephone set. Telephone set 6867i is at least three line capable, but the number of lines is dependent on the number of feature keys. An add-on is a small module that adds on to the side of the telephone. One – three add-ons may be added to a telephone based on feature key requirements. There is a cost of $2.50 per add-on, per month.

13. Q: How many lines are capable of being transferred with one touch without needing an add-on?
    A: Depends on how many features are programmed on the telephone.

14. Q: Can voice mail messages be sent to a group email?
    A: Yes.

15. Q: Where do we indicate on the inventory sheet any dedicated phones lines for conference phones?
    A: Column "P"

16. Q: What do we do if we do not want our voice mails to go to our email?
    A: Do not add an email in the inventory sheet and we will give you voicemail without email delivery.

17. Q: Can voicemail be turned on and off?
    A: We do not believe so, but we will check.

18. Q: Will anything change with Language Line?
    A: No. You will continue to use Language Line as you do today.

19. Q: Will TTY lines be compatible with the new system?
    A: Please indicate on the inventory sheet that the line is a TTY line. We will either need to convert to a carrier non-Centrex option, or to VoIP. We are testing the VoIP option.

20. Q: Are toll free numbers such as 800, 888, and 877 affected?
    A: Toll free numbers and service are not affected. These numbers will still be available. You will not notice any change or need to do anything with the service.

21. Q: Will this service be available at the Omaha State Office Building?
    A: Yes.

22. Q: If I currently have a telephone number in use that is not listed on my inventory list how do you want me to let you know?
    A: On a separate line, add the telephone number, physical address, and mark column "J"on the inventory sheet.

23. Q: The OCIO has done our wiring in the past, will the OCIO be installing all the wiring for this project?
    A: The OCIO Field Services team will be involved in either doing the wiring, or selecting a contractor. Additional charges will apply if wiring needs to be done.

24. Q: Will we be able to keep our existing telephone numbers?
    A: Yes, the numbers you currently have will be moved over to the new carrier. However, once we have depleted our reserve of telephone numbers in the State block, we will be receiving new telephone numbers with a different area code and prefix.

25. Q: What will happen to the old telephones?
    A: You will have two telephone sets on your desk for a while. Once the cutover is complete, the OCIO will make arrangements to collect the old telephone sets for surplus.

26. Q: We run off the State College Network instead of the State of Nebraska Network, will that cause a problem with the system? Everything is routed through the Wayne State College system, but we use State of Nebraska Internet.
    A: If you are on the State's centrex system, you will be affected.

27. Q: Will the Network Team be building separate VLANs for our phones than our computers.
    A: Yes.

28. Q: Will the closets need another rack in them for the VoIP equipment?
    A: If additional equipment is needed, it will be determined during the site survey.

29. Q: Are the devices POE powered or plugged into a wall?
    A: They are POE powered.

30. Q: What if our switches are not POE?
    A: We will be upgrading switches to POE switches.

31. Q: Is the Omaha Hall of Justice part of this project?
    A: If you are on the State's centrex system, you will be affected.

32. Q: Do the telephone sets have speaker phone capability?
    A: Yes, both telephone sets have speaker phone capability.

33. Q: Will UNL be affected?
    A: UNL has a separate Centrex contract with WindStream.

34. Q: Will this project affect State Office Buildings?
    A: This project will affect State Office Buildings that are within WindStream and CenturyLink territory.

35. Q: What is the best way to find out who our phone provider is at various locations throughout the state?
    A: Open up a Service Desk ticket with your question. However, if the city is impacted, it will show up on your inventory list as well.

36. Q: If we have a computer, do we need an additional Ethernet jack?
    A: No. We will plug the phone into the existing Ethernet jack, and the computer into your phone.

37. Q: How much are the telephones, and how will we be billed for them?
    A: They are part of the rate. There is no upfront cost for the telephones.

38. Q: What if we do not want to use voicemail?
    A: Voicemail will not be activated on the telephone, but this will not reduce the cost.