

VoIP at UW-Madison

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VoIP Defined and VoIP E911

- **Voice over Internet Protocol**
 - **Voice over same data jacks as computers instead of separate voice jacks (without interrupting or slowing-down speed)**
- **Enhanced 911 (E911)**

Timeline

- **Cisco decision made Fall 2016**
- **Currently transitioning users to voice and voicemail only solution**
- **Late Fall 2017: WebEx and Spark pilot**
- **Late Spring 2018: WebEx and Spark deployment**
- **Transition goal of 80% of campus by the end of June 2018**

Equipment

- **Current Centrex equipment will not work with Cisco system**
- **All Cisco users will receive standard new equipment as part of the project**
 - **Only equipment provided by the project can be supported**
 - **Upgraded equipment will be available with discount during project deployment**
 - **Update on FY18 phone charges and funding model update**

Farewell to Five-Digit Phone Dialing

- We encourage all **Centrex users** to begin dialing:
 - 9 + the seven-digit phone number for calls within your area code
 - 9 + 1 + area code + seven-digit phone number for calls outside your area code
- For **Cisco Users** – follow the training provided:
 - Emergency Calls: 911
 - <https://voip.it.wisc.edu/farewell-to-five-digit-phone-dialing>

During and After Transition Support

- Each department/unit will handle this transition differently
- Contact your unit's migration partner for specific questions about the transition
- Contact DoIT Help Desk or create a Cherwell ticket for issues or requests after the transition

Visit Project Website and FAQs at:
<https://voip.it.wisc.edu>