

# CAMPUS VOICE PROJECT

## FREQUENTLY ASKED QUESTIONS

- ❑ **What is the Campus Voice project?**
  - The Campus Voice project is Information Technology Services (ITS)' effort to replace USC's existing, high-cost telephone (also known as "voice") services that are no longer serving USC's current or future needs.
  - These services will be replaced by a **new cloud-based voice platform from Zoom, called [Zoom Phone](#)**, that will simplify operations and management, enhance reporting and improve availability within a secure and compliant environment.
- ❑ **What is the timeline to implement this new platform?**
  - We expect this transition to take **12 months**, and every effort is being made to accelerate this timeline. Since February 2021, ITS is working closely with each school and unit to ensure we communicate the appropriate details and create the best schedule for this major transition.
- ❑ **What will happen to our existing phone numbers?**
  - Most existing phone numbers can be retained and transferred into the new platform.
  - If possible, we are asking faculty and staff to **retain existing number(s) only when business factors require it**.
- ❑ **Will we be able to keep our desk phones?**
  - All desk phones will need to be replaced to work with Zoom Phone.
  - Faculty and staff will be **highly encouraged to choose a softphone** (Zoom Phone app + headset) over a replacement desk phone.
- ❑ **What are the benefits of using softphones?**
  - **Ease of Use:** Access meetings, phone and SMS capabilities all on the same device.
  - **Mobility:** Take Zoom Phone capabilities wherever you go.
  - **Environmentally friendly:** Use your existing mobile phones or desktop computer without the need of additional hardware.
- ❑ **Will we still be able to use 5-digit dialing between campus phones?**
  - During the transition period, from our current Avaya voice services to Zoom Phone, Avaya customers will be able to continue using 5-digit dialing.
  - Once the transition to Zoom Phone is complete, **10-digit dialing will be required**.
  - With Zoom Phone's auto-populate feature, faculty and staff can look up others' phone numbers in the USC directory by typing their name, which eliminates the need to look up campus numbers.
- ❑ **What new equipment will be deployed to support Zoom Phone?**
  - **Phones:** Polycom VVX 450 (for individuals) and PolyCom VVX 250 (for common areas)
  - **Conference Phones:** Poly Trio C60
  - **Headsets:** Plantronics Blackwire - BW3320 USB A or C
- ❑ **What are the minimum system requirements needed to use Zoom Phone on our computers and mobile devices?**
  - [Windows, Mac and Linux requirements](#)
  - [iOS and Android requirements](#)
  - Additional system requirements for using advanced features:
    - [Full HD \(1080p\) video calls](#)
    - [Virtual backgrounds](#)
- ❑ **Will I need admin rights on my computer/device to install/use Zoom Phone?**
  - Some computer programs require a higher level of access to your computer/device's operating system. This higher level of access is called administrative or admin rights.
  - Admin rights are required by Zoom Phone on your computer/device **only to [update an emergency address](#)**, which is the address provided to first responders when you dial an emergency number.
  - Contact your [local IT support desk](#) if you need this access.
- ❑ **How secure is the new Zoom Phone platform?**
  - Provides the USC community with data and privacy protection through **strong data encryption** using the Advanced Encryption Standard (AES) 256.
  - Supports USC's compliance with the [Family Educational Rights and Privacy Act \(FERPA\)](#) and the [Health Insurance Privacy and Portability Act \(HIPAA\)](#).
  - Approved to use in accordance with the FERPA and USC's student privacy policies.
- ❑ **How reliable is Zoom Phone?**

- Runs fully redundant systems in 17 data centers around the world, ensuring **services remain intact during maintenances**.
- Delivers a 99.99% service level agreement (SLA) rating.
- Agreements with both Amazon AWS and Oracle OCI public cloud infrastructure provide **built-in survivability in the event a data center loses internet**, ensuring the highest level of uptime possible.

☐ **Where can I get help?**

- [Zoom Help Center](#) for Zoom Phone
- [Local IT support](#)
- ITS Service Desk: 213-740-5555; [consult@usc.edu](mailto:consult@usc.edu)
- [ITS Knowledge Base](#)

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**USC** Information Technology Services