

CAMPUS VOICE PROJECT

FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION

❑ 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 approximately **18 months**, and every effort is being made to accelerate this timeline. Since February 2021, ITS has been 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** with the **Zoom Phone (application + optional computer headset) or Zoom-enabled desk phone** to work with the new **Zoom Phone service**.
- **Zoom Phone** will be accessible through the **Zoom Meeting application** or mobile option.
- **Faculty and staff** will be **highly encouraged** to use **Zoom Phone** over a replacement desk phone.

❑ What are the benefits of using Zoom Phone?

- **Ease of Use:** Access meetings, phone and SMS capabilities all through a single application.
- **Mobility:** Take Zoom Phone capabilities wherever you go.
- **Environmentally friendly:** Use your existing mobile phones or desktop computer without the need of additional hardware.

❑ What new equipment will be deployed to support Zoom Phone?

- **Individual and Common Area Phones:** Four-line [PolyCom VVX 250](#), twelve-line [PolyCom VVX 450](#), or similar model compatible with Zoom phone service
- **Conference Phones:** Poly Trio C60
- **Headsets:** [Plantronics Blackwire](#) - BW3320 USB A or C, or similar model

❑ 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](#)

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❑ 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.
- For more information regarding how Zoom collects and/or processes personal data please review [Zoom's privacy statement](#).

❑ How reliable is Zoom Phone?

- Zoom runs fully redundant systems in 17 data centers around the world, ensuring **services remain intact during maintenance**.
- Delivers a 99.9999% service level agreement (SLA) rating.
- Agreements with both Amazon AWS and Oracle OCI public cloud infrastructure to provide **built-in survivability in the event a data center loses internet**, ensuring the highest level of uptime possible.

❑ How does Zoom Phone handle spam calls?

- Zoom makes every effort to block spam calls from reaching you. If a call is identified as spam it will automatically be routed to your voicemail. From there, you can go into your call History to block the call. To block a call in the **Zoom Phone application**:
 - Navigate to **History**.
 - Click on the **ellipses (...)**.
 - Select **Block Caller**.
 - Choose **Spam Calls** or **Other Reasons**.
- By registering your number on the [Do Not Call List](#) you may also further reduce unwanted telemarketing calls.

GETTING READY FOR ZOOM PHONE

❑ What if I have a personal Zoom account, can I integrate my accounts?

- Business related phone calls will only be accessible through your USC Zoom Phone account.
- Therefore, it is important to make sure you are logged into your Zoom Meeting desktop client account using your USC NetID credentials.

❑ Will our voicemail greeting and messages transfer from our current desk phone to our new Zoom Phone?

- Neither your voicemail greeting or messages will transfer from your current phone to your new Zoom Phone account. Therefore, we recommend clearing out existing messages prior to your campus unit's transition.
- For additional help creating a new voicemail greeting in Zoom Phone, please refer to the [Zoom Getting Started Guide](#) or [Managing Voicemails and Messages](#).

❑ 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.
- Contact your [local IT support desk](#) if you need this access.

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- ❑ **What should I do if the Zoom Phone icon does not display in my Zoom Meeting desktop application?**
 - After receiving notification that your Zoom Phone service is active, if you do not see the Zoom Phone icon, please close and relaunch the Zoom Meeting application, log in using your USC NetID via SSO, and check for updates by clicking your profile initials/picture.
 - For more information regarding logging into the Zoom Meeting application, please visit the Zoom Meeting page [here](#).

USING ZOOM PHONE

- ❑ **Do I need to log into the Zoom Meeting desktop application every day to make and receive Zoom Phone calls using my computer / laptop?**
 - Once your Zoom Phone account is enabled, it is recommended you close and relaunch your Zoom Meeting application and log back in using your **USC NetID via single sign-on (SSO)**.
 - You will remain logged in until you actively sign-out or restart your computer.
 - To find out more about using the Zoom Meeting application, please visit the [Zoom Meeting page](#).
- ❑ **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, dialing between **Zoom Phones and campus phones** will **require 10-digit dialing** (e.g., 213-740-2311) with the exception of **critical campus services**.
 - When dialing a **10-digit phone number** from a **Zoom-enabled desk phone**, you **do not need to enter a 9 or 1 before the number**.
 - **Critical campus services** that will **continue to support 5-digit dialing** include:
 - UPC DPS Emergency: **04321**
 - UPC DPS Non-Emergency: **06000**
 - HSC DPS Emergency: **21000**
 - HSC DPS Non-Emergency: **21200**
 - USC ITS Helpdesk: **05555**
- ❑ **How do I place a call using my Zoom Phone service?**
 - To place a call using **Zoom Phone** from your computer or laptop, click on the **Phone icon** in your **Zoom Meeting** desktop application.
 - When dialing from a Zoom-enabled desk phone, enter the phone number you wish to dial followed by the **Send** button.
 - Are there any special instructions for international dialing? (no special instructions)

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❑ Does Zoom Phone provide a record feature like Zoom Meeting?

- As with Zoom Meeting, Zoom Phone provides a record feature that can be activated during a call.
- Before activating the record feature, it is considered best practice to notify participants at the beginning of the call.
- If activated, call participants will be prompted to provide consent by pressing the number '1'.
- If participants do not consent to the recording, a message will then play to notify participants they are providing consent to be recorded by remaining on the call.

❑ Can we use an existing contact list to make calls with Zoom Phone?

- You can either dial by name or synch your **Zoom contacts** with **Office 365, Exchange** or **Google** allowing you to call your contacts using your **Zoom Phone**.
- To do this, access the **Zoom Web Portal**, click on **Profile**. Scroll down to the **Calendar and Contacts Integration** section and click on the **Configure Calendar and Contacts Service** button.
- From there, **Select a Service** to enable both **Read** and **Write Permissions**. Click **Next** to save your updates and follow the remaining on-screen instructions to grant Zoom access.
- Once complete, restart your **Zoom Meeting desktop application** to begin accessing the contacts.

❑ Can I be on multiple calls simultaneously on different devices?

- Although Zoom Phone can be used concurrently on multiple devices. You cannot be on different calls on multiple devices at the same time.

❑ In the event of an emergency, who has access to view my emergency address?

- Your emergency address is the address provided to first responders when you dial an emergency number.
- Your emergency address will be shared with 9-1-1, USC Department of Public Safety (DPS) and available to the Zoom Phone administrator.
- Your emergency address will be determined based on your connection method:
 - If on campus, USC wireless will identify your location.
 - If not connected to wireless, your location will be determined by your Zoom Phone emergency location setting.
 - If using the Zoom mobile app to dial 9-1-1, your location will be determined by the carrier.
- Please review the instructions on how to [update an emergency address](#) for more information

❑ Where can I get help?

- [Zoom Getting Started Guide](#) and other resources posted to the [Zoom Phone toolkit](#)
- [Zoom Help Center](#) for Zoom Phone
- [Local IT support](#) for Schools and Departments
- ITS Service Desk: 213-740-5555; consult@usc.edu
- [ITS Knowledge Base](#)

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