

## FAQ for Non-Cellular Devices

patricia falcon - 2022-05-11 - Comments (0) - Phones & Conferencing

This FAQ is a companion document to the Non-Cellular Communication Devices & Services Policy, providing answers to questions in the following categories:

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### **Billing of Telecommunications Charges**

#### **Q. How is billing handled?**

**A.** Telecommunications provides an online monthly billing statement with charges on University-issued devices. Department management is responsible for reviewing invoices. Department bill reviews should investigate and report unusual usage volume, and unexpected charges to [telecom@brown.edu](mailto:telecom@brown.edu).

#### **Q. Who is responsible for long-distance charges?**

**A.** The University will not be responsible for any long-distance charges. All long-distance charges accrued shall be billed back to the department.

### **Call Center Application**

**Q.** Do you offer setup of Call Center as a service? If so, how would one get it?

**A.** Yes, the Call Center is part of the Telecommunications service offering. Please [submit a Help Request with the IT Help Desk](#) if your department is interested in learning more about the Call Center application.

## **Department Phones**

### **Q. What is a Hunt Group and how does it work?**

**A.** A Hunt Group allows multiple people to answer a departmental number in an organized and logical manner. Members of a Hunt Group log into the group to make themselves eligible to answer calls and log out of the group when they no longer are being requested to answer.

### **Q: How does a department request a Hunt Group?**

**A.** A member of any department may request a Hunt Group. The composition of the Hunt Group members may change.

### **Q: Who is responsible for managing the members of a Hunt Group?**

**A.** The department representative is responsible for notifying Telecommunications of any changes that are made to the group composition. Simply send the updated information to [ithelp@brown.edu](mailto:ithelp@brown.edu).

### **Q. What happens when a Hunt Group manager leaves the department?**

**A.** If the department contact transfers to another department, a new department contact would become responsible for notifying Telecommunications of changes to the group.

### **Q. Can a Hunt Group be forwarded after-hours to an answering service?**

**A.** Forwarding to an off-campus after-hours answering service is generally not done, though exceptions may be requested. [Open a ticket with the IT Help Desk](#) to make your request.

## **Directory Listing**

### **Q. Can you list your Brown or personal cell phone as your only number in the directory?**

**A.** What appears in the directory is based on Workday information, and is not generated or maintained by Brown Telecommunications. You can add, remove or update existing phone numbers in [Workday](#) by selecting *All Apps > Home Landing Page > Personal Information > Change > Contact Information*. In addition to the directory information maintained in Workday, you may add an alternate phone number in [MyAccount](#) (go to *My Profile > Alternate Phone Number*).

## **Fax Line**

### **Q. How do I get a fax line? Can it be used for both incoming and outgoing faxing?**

**A.** Yes, fax lines are available. You may request a fax line by opening an IT Help Desk ticket. Telecommunications is responsible for configuring the fax line but not for the procurement or maintenance of the fax equipment itself.

## **Forwarding**

### **Q. Can you forward your Brown phone to a personal phone?**

**A.** Your Brown extension is available via Jabber on Android, iOS, and PC/Mac. If you have a use case for off-campus forwarding that is not supported by Jabber, you may submit your request to [ithelp@brown.edu](mailto:ithelp@brown.edu) for review & approval.

### **Q. Can you forward your Brown phone/voicemail to Google Voice?**

**A.** No, you cannot.

### **Q. Is there call forwarding to an international number? (Does the system even allow it?)**

**A.** This type of forwarding is not allowed.

## **International Calling and Other Premium Services**

### **Q. What is the process to authorize a phone for international calling or request other premium services?**

**A.** Send an email to [ithelp@brown.edu](mailto:ithelp@brown.edu), requesting international calling. Please be sure to include the telephone number that you are requesting this as well as management approval for this request.

## **Jabber**

### **Q. Who gets a Jabber line? Do we default to Jabber?**

**A.** Any Brown-paid faculty, staff or matriculated student may request the [Jabber soft client](#). When the Telecommunications department configures a landline for a user, they also automatically configure the Jabber soft client.

### **Q: Is Jabber available to contractors, affiliates, students, etc.?**

**A.** Jabber is licensed for staff, fully matriculated students and Brown-paid faculty members. It is not available to contractors or to affiliates.

## **Landline (Office) Phone**

### **Q. Are you allowed to bring your own phone and put it on Brown's phone service?**

**A.** No, it is not allowed to bring your own phone and connect it to Brown's telephone system.

## **Voicemail**

### **Q. Must all staff and faculty phones have voicemail turned on, and must you tend it or forward to email and auto-delete?**

**A.** No, you do not have to have voicemail. Voicemail may be requested; it is not automatically configured for a new or existing telephone line. You may request that

voicemail messages are forwarded to email.

**Q. Who owns the voicemail content?**

**A.** Brown University owns the voicemail content.