

VoIP

What is VoIP?

VoIP which stands for Voice over Internet Protocol or in more common terms phone service over the Internet. VoIP allows you to make a call directly from a computer, a special VoIP phone, or a traditional phone connected to a special adapter. Most VOIP phones can receive power over the data line, and do not require additional power outlets. Data can also be routed through the phone, so they can use the existing data connections on the campus. No extra wiring is required.

My phone is working fine, why are we switching over from a PBX to VoIP?

Maritime's current Fujitsu system is considered antiquated based on industry standards. If our current PBX goes down, replacement parts are not readily available. Currently, any service requests such as repair or moving a phone location are sub-contracted out because CMA does not have a telecommunication specialist on campus and our current PBX is hard-wired. With a VoIP, staff can easily transfer from one location to another by simply following an easy step-by-step instruction via their VoIP-wired telephone. Additionally, phone numbers and voice mail boxes are tied to the phone, and not the physical line, so staff do not need IT in order to move their phone.

Is VoIP more cost effective?

Although VoIP end-user equipment costs more than traditional phones the cost-savings of maintenance or repair far out-weigh the cost of the equipment. VoIP systems are less expensive on a monthly basis and it is estimated to be one-third of the costs compared to CMA's current PBX system. VoIP service providers include plans which give CMA free unlimited local and long distance calling within the U.S. Overtime, a campus-wide VoIP system will reduce the cost of the University's voice communication services, while increasing resources for students, faculty, and staff by providing a single, feature-rich, telephone system that serves the entire campus.

What are the benefits?

Not only is VOIP more cost effective, VOIP transfers the data digitally and does not rely on the physical phone line for communication. This means, expensive repairs to old and decaying lines are no longer needed. VOIP grows with your network. As it is upgraded, so is your phone service. Phone traffic takes priority over other traffic, so you know the calls will always be clear and fast. Phone numbers are not tied to physical lines, so there will be no costly physical installation when a new line is needed. Just add the phone, and it is ready to use. Since the numbers are not tied to the phones, they can be relocated with ease without IT intervention or calling a vendor (which can take up to 3 days). The PBX system at Cal Maritime is technology that hasn't changed or improved in decades. It is considered "end-of-life" which means that support for any malfunction or repair can result in repair costs that exceed the original cost of the system. VOIP systems are designed to be modular and future proof, meaning that you can upgrade and replace components easily and when the budget allows, without having to replace or upgrade the entire system at once.