

## *Frequently Asked Questions*

### **How VoIP / Internet Voice Works**

VoIP services convert your voice into a digital signal that travels over the Internet. If you are calling a regular phone number, the signal is converted to a regular telephone signal before it reaches the destination. VoIP can allow you to make a call directly from a computer, a special VoIP phone, or a traditional phone connected to a special adapter. In addition, wireless "hot spots" in locations such as airports, parks, and cafes allow you to connect to the Internet and may enable you to use VoIP service wirelessly.

### **What Kind of Equipment Do I Need?**

**A broadband (high speed Internet) connection is required.** This can be through a cable modem, or high speed services such as DSL or a local area network. **A computer, adaptor, or specialized phone is required.** Some VoIP services only work over your computer or a special VoIP phone, while other services allow you to use a traditional phone connected to a VoIP adapter. If you use your computer, you will need some software and an inexpensive microphone. Special VoIP phones plug directly into your broadband connection and operate largely like a traditional telephone. If you use a telephone with a VoIP adapter, you'll be able to dial just as you always have, and the service provider may also provide a dial tone.

### **Is There a Difference Between Making a Local Call and a Long Distance Call?**

Some VoIP providers offer their services for free, normally only for calls to other subscribers to the service. Your VoIP provider may permit you to select an area code different from the area in which you live. It also means that people who call you may incur long distance charges depending on their area code and service.

Some VoIP providers charge for a long distance call to a number outside your calling area, similar to existing, traditional wireline telephone service. Other VoIP providers permit you to call anywhere at a flat rate for a fixed number of minutes.

### **If I Have VoIP Service, Who Can I Call?**

Depending upon your service, you might be limited only to other subscribers to the service, or you may be able to call anyone who has a telephone number - including local, long distance, mobile, and international numbers. If you are calling someone who has a regular analog phone, that person does not need any special equipment to talk to you. Some VoIP services may allow you to speak with more than one person at a time.

### **What Are Some Advantages of VoIP?**

**The main advantage of VoIP phone service is the cost:**

- VoIP phone providers charge you a lower monthly fee for local, long distance and international calls than traditional phone service.
- Some VoIP services offer features and services that are not available with a traditional phone, or require an additional fee to use.

- You may also be able to avoid paying for both a broadband connection and a traditional telephone line.

VoIP service is usually bundled with free features that are charged for an additional cost by traditional phone companies such as:

- Caller ID with name
- Call waiting
- Conference calls
- Call forwarding

### **What Are Some Disadvantages of VoIP?**

If you're considering replacing your traditional telephone service with VoIP, there are some possible differences:

- Some VoIP services don't work during power outages and the service provider may not offer backup power.
- **Not all VoIP services connect directly to emergency services through 9-1-1.** For additional information, see [VoIP & 911 Advisory](#).
- VoIP providers may or may not offer directory assistance/white page listings.

### **Can I Use My Computer While I Talk On the Phone?**

In most cases, yes.

### **Can I Take My Phone Adapter With Me When I Travel?**

Some VoIP service providers offer services that can be used wherever a high speed Internet connection is available. Using a VoIP service from a new location may impact your ability to connect directly to emergency services through 9-1-1. For additional information, see [VoIP & 911 Advisory](#).

### **Does My Computer Have To Be Turned On?**

Only if your service requires you to make calls using your computer. All VoIP services require your broadband Internet connection to be active.

### **How Do I Know If I have a VoIP Phone Call?**

If you have a special VoIP phone or a regular telephone connected to a VoIP adapter, the phone will ring like a traditional telephone. If your VoIP service requires you to make calls using your computer, the software supplied by your service provider will alert you when you have an incoming call.

### **What is Webex?**

Webex is a secure, cloud-based service that allows Web conferencing in a collaborative session, sharing audio, video, and your desktop screen. It allows participants to attend meetings by phone, computer, or via iPhone, iPad, and other mobile devices.

## **What is Webex Teams?**

Previously named "Spark", Webex Teams is an app for continuous teamwork with video meetings, group messaging, file sharing and white boarding. Anyone using Webex Teams can start a meeting with a touch of a button. File sharing in a space is quick and simple. The files you receive are neatly organized, searchable, and saved right alongside all of your communication, so it's easy to find what you're looking for. End-to-end encryption is used to ensure that your messages, documents and whiteboard drawings are kept safe and secure.

## **What Does "Unified Communications" Mean?**

Unified communications is a business term describing the integration of enterprise communication services such as instant messaging, voice, mobility features, audio, web & video conferencing, fixed-mobile convergence, desktop sharing, data sharing, call control and speech recognition with non-real-time communication services such as unified messaging.

## **Is a Computer Required to Make a VoIP Call?**

No, it is not necessary to have a computer to make a VoIP call. Only an active data jack and phone are required to make a call.

## **Do I have to dial "9" before calling an outside line?**

Yes, calls to outside lines must have "9" before dialing the 10-digit number.

*Source: Federal Communications Commission*