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# Telecommunications and infrastructure

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Telecommunications and network infrastructure form the basis of most Charles University services, from internet connection via Wi-Fi to secure VPN, university telephony or central network elements.

This section will help you understand **what services CU provides, who manages them and who to contact if something is not working.**

## How telecommunications infrastructure works at the CU

Faculty IT Department

Manages local Wi-Fi coverage, cable distribution and network in buildings.

Solves connectivity problems in classrooms, offices and workrooms.

Provides connection configuration for user devices.

Sets up local network drives, printing and other faculty services.

Information and Communication Technologies

Manages the UK's central network infrastructure.

Operates Eduroam, VPN, UK-events and central routing elements.

Provides university telephony - fixed lines and mobile services.

Takes care of the security, monitoring and operation of the backbone network.

Creates technical standards and procedures for the entire university.

*Simply put: faculty = local network and operation in buildings, ICT = university telecommunications infrastructure.*

Wi-Fi and network connection

Eduroam

- main university Wi-Fi network
- available at all parts of the CU and thousands of institutions around the world
- centrally administered ICT, locally operated by faculties
- login [personalnumber@cuni.cz](mailto:personalnumber@cuni.cz) and password to Eduroam are used for connection

UK-events

- Wi-Fi network for visitors, guests and short-term users
- access using a password or code generated by the event organizer

Cable connection (LAN)

- the most stable and reliable form of connection
- suitable for offices, laboratories, work PCs and servers
- operation is provided by individual faculties

VPN - secure remote access

The VPN allows a secure connection to the university's off-campus network.

It is useful when you need:

- access to license servers
- remote connection to the work PC
- access to internal faculty systems
- to work with specific applications available only in the CU network

*VPN is provided by the ICT, but access and configurations may vary by faculty.*

Telephone services

Charles University uses a central telephone system which includes:

- landlines in offices
- mobile services
- software telephone clients
- number allocation and redirection management

*Regular phones are handled by the faculty. The central infrastructure is managed by the ICT.*

Network and server infrastructure

These include:

- routers, switches, optical routes
- central data infrastructure
- network monitoring and resolution of outages
- security supervision, firewall rules
- interconnection of faculties and units into a single university network

*This area is administered by the ICT, in cooperation with faculties.*

## When to contact the IT administrator and which one?

Faculty IT administrator

- **Eduroam is not working** only in a **specific building**
- LAN connection does not work in particular office or classroom
- you need to set up a printer or connect a device
- you are having an issue with landline in an office
- you need access to local servers or disks

Information and Communication Technologies

- **Eduroam is not working anywhere**, not even outside of the CU
- VPN is not functional or you do not have access to university infrastructure
- you are in charge of mobile services - you need to conclude a framework contract for the provision of services, communication with operators, consultancy
- you are in charge of landline - you need to conclude a framework contract for the provision of services, communication with operators, consultancy
- there is a problem in the central network service (routing, DNS, firewall)
- you suspect a cybersecurity incident (attack, scan)
- the problem affects more faculties or the whole university

Frequently Asked Questions (FAQ)

### I can't connect to the Eduroam WiFi network - how to proceed?

1. Find the option "forget the network" on your device in the WiFi section, and then fill in the login details again (use [personalnumber@cuni.cz](mailto:personalnumber@cuni.cz) )
2. **Change your password for Eduroam** on [ldap.cuni.cz](http://ldap.cuni.cz) . Option **Other services** -> here **Set the password for Eduroam** and then in the WiFi settings find the option "forget the network" and fill [personalnumber@cuni.cz](mailto:personalnumber@cuni.cz) and the new password.

### What is the difference between the mobile service provided by the employer - CU, and the employees tariff?

- In addition to the company tariffs, the mobile operator contract also includes the so-called Employee Programme, which offers CU employees a special preferential programme and can be used by any CU employee . The contractual relationship is between them as a person and the mobile service provider. You can find more information in the [detailed description of the offer from Vodafone](#) .

### VPN reports a bug — who to contact?

- If you are a faculty employee, start with faculty IT. If the service itself is malfunctioning, contact ICT.

### I need a landline in the office — who will set it for me?

- Faculty IT. ICT manages only central routing.

### Where can I find instructions for Eduroam and VPN?

- On [ICT website](#) (manuals, configurations, installation packages).

Quick summary



**Faculties manage the local network**, Wi-Fi coverage, LAN, phones and classrooms.

**ICT manages Eduroam**, VPN, central CU infrastructure and the phone system.

**Problems in a specific building ?** faculty.

**Problems with central service ?** ICT.

**If you are not sure where to start** - always contact your faculty's IT support, which will eventually direct you further.

