Agenda

• Migration from Legacy NEC Systems
• Avaya J-series Internet Protocol (IP) Phones
• Avaya Softphone - IX Workplace
• Avaya IX Messaging and User Portal
• 911 Service in Avaya UC System
• New Prices and Charges
• Q & A
Goal: (1) Migrate DTC users to Avaya (2) Keep the initial setup/features similar to the ones in NEC

Hard phone options:
• Polycom and NEC voice over IP (VoIP) phone will be replaced with an Avaya J139 IP phone
• NEC VoIP phone with 2 or more lines will be replaced with an Avaya J179 IP phone

Soft phone option:
• Avaya IX Workplace Softphone - issued to users with SFSU email, and SFSU-issued PC/laptops/mobile devices

DTC facility tenants will be migrated all at once on a mutually agreed upon date
AVAYA J 139 IP Phone
4-button standard set
single line
AVAYA J 179 IP Phone
8 button advanced set
multi line
Avaya IX Workplace

The softphone has all the same features as a desk phone with additional capabilities:

- Video station-to-station calls
- Outlook calendar synchronization
- Directory contact search
- Instant Messaging
Avaya IX Messaging

• Voicemail and email are integrated
  • Voicemail will be sent as audio file attachment via email

• Avaya voicemail messages can be accessed
  • Via email (listen to attachment)
  • Press “Message” button on the phone or call (415) 817-4400 from off campus
  • All devices will synchronize automatically once a message is received/read
  • User Portal https://ucmportal.sfsu.edu

Note: during the migration, access NEC voicemail by calling (415) 338-6000
Avaya IX Messaging User Portal
https://ucmportal.sfsu.edu
Avaya IX Messaging User Portal (continued)
Avaya IX Messaging User Portal (continued)

Password Reset

As a first step you will be required to enter your e-mail address
Your Email

- Reset Voicemail Password
- Reset UC Application Password

Type the characters you see in the image below

Send a Request
The DTC campus migration to the Avaya UC System is only for existing Primary Rate Interface (PRI) service. There will not be immediate changes to 911 service.

Changes to physical phone locations will remain manual, and will not be immediately updated in the Emergency Location database.

Disclaimer:

Softphone users who travel or work from home should be aware that a 911 call from a laptop will be routed to SFPD Public Safety Answering Point (PSAP) Call Center and will show the DTC address – not your current location.
New Prices and Charges & New Labor Rate
Pricing for Avaya Equipment and Licensing* and New UC Monthly Recurring Charges (MRC) Cost

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<tr>
<th></th>
<th>Avaya J139 4-button standard set single line</th>
<th>Avaya J179 8-button advanced set multi line</th>
<th>Avaya J179 8-button advanced set w/ expansion module</th>
<th>IP Softphone Application (SFSU computer or mobile device)</th>
<th>Fax/ Modem Extension</th>
<th>Virtual Extension</th>
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New labor rate $88.08 per Hr.

*Pricing for equipment and licensing as 11.01.2019 and subject to change
Q&A
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