Agenda

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

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

Hard phone options:
• Single line and NEC DTerm phone will be replaced with an Avaya J139 IP phone
• NEC DTerm phone with 2 or more lines will be replaced with an Avaya J179 IP phone
Avaya IX Workplace Softphone

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) 338-6000 from off campus
  - All devices will synchronize automatically once a message is received/read
  - User Portal https://ucmportal.sfsu.edu
Avaya IX Messaging User Portal
https://ucmportal.sfsu.edu
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

https://ucmportal.sfsu.edu/SelfService/ResetVoiceMailPassword
Avaya J-series IP Phones

AVAYA J 139 IP Phone
4-button standard set
single line
Avaya J-series IP Phones

AVAYA J 179 IP Phone
8 button advanced set
multi line
Avaya J-series IP Phones

AVAYA J 179 IP Phone
8 button advanced set
with expansion module
multi line
AVAYA B 179 IP Phone
conference phone
single line
The softphone location tracker system will not be available during the first phase of migration. It is expected to be available the end of June 2021. Until then, all emergency calls from softphones will be handled by the Emergency Call Relay Center. The ECRC operator will collect the address and the nature of the emergency from the caller, and route the call to the correct Public Safety Answering Point.
Emergency calls made by any campus desk phone, or public phone such as a classroom phone or courtesy phone, will route to the correct Public Safety Answering Point, which will be either UPD or SFPD.
# New Prices and Charges & New Labor Rate

**Pricing for Avaya Equipment and Licensing** and **New UC Monthly Recurring Charges (MRC) Cost**

<table>
<thead>
<tr>
<th></th>
<th>Avaya VoIP J139 4-button set</th>
<th>Avaya VoIP J179 8-button set</th>
<th>Avaya VoIP J179 8-button set w/expansion module</th>
<th>IP Softphone Application (SFSU laptop or mobile)</th>
<th>Avaya B179 VoIP Conference Phone</th>
<th>Fax Extension</th>
<th>Voice Mail</th>
<th>Virtual Extension</th>
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<td><strong>UC MRC</strong></td>
<td>$8.13</td>
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<td><strong>One-Time UC cost</strong></td>
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New labor rate $88.08 per Hr.

*Pricing for equipment and licensing as 11.01.2019 and subject to change*
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