Desk and Wall Phones

Desk or wall telephone provides local and long distance calling, voicemail-email integration, and conferencing capabilities.

Features:
- **Self Care Portal** can be used to manage settings and features
- Local and long-distance (continental US) calling; international calling available by department request
- **Dial** 8 for off-campus calls
- **Caller ID**
- Voicemail/UAlbany Mail integration
- Speakerphone and conferencing (up to six callers) capabilities
- Mobile options allow use of a University phone number from any location using Jabber
- Single Number Reach. Set a University number to ring to multiple devices (desk phone, home phone, cell phone, etc.) at the same time
- **Answer** up to five extensions on a single phone
- Desk phones can use any active University network jack without interruption or a number change
- **911** calls automatically provide UPD with building and room location
- **Phone Models:**
  - Office desk phones: Cisco 8841, 8851
  - Wall-mounted phones: Cisco 69xx series
  - Outbound caller ID for off campus calls is your University phone number
- **Call History**

Training and support:
- **Phone guides, manuals, and training videos**
- **Voicemail for new Phones**
- **How to submit a telephone request**
- **Dialing Instructions**
- **Phones:**
  - Change ringer volume on Cisco phones
  - Call a voicemail box directly
  - Set up speed dials
  - Call Forwarding on CISCO phone
  - Phone not Working after Moving to a New Location
  - Change line appearance ring status

Contact Centers/Call Centers:

> From off campus, you must connect to the university network via **VPN** to use Finesse.

> Before logging into Finesse, please make sure to log into Jabber first.

- **Instructions to download Jabber on MAC or PC**
- **Link for Cisco Finesse**
- **Finesse Agent Quick Reference Guide**
- **Finesse Supervisor User Guide**
Telephone Recharge Budget Line

ITS does not keep track of phone lines per account anymore. The fee is based on the historical average cost for phone service for each department. In 2019, the campus upgraded to a new phone system, which is a technology integrated with the network. What used to be a phone fee is really now an IT Services Fee, but ITS has yet to fully define a billing model with the Budget and the Internal Controls Offices. In the absence of a new charge model, the IT fee will remain the same for each school and department, as in the past 3 years. This funding serves various areas of ITS, not only the phone service, therefore the fee will not change if the number of phones increases or decreases and is not influenced by the phone usage.

Power Outages:
Just like your PC, if there is loss of power in a location, a VoIP phone will also lose power and will not work. Emergency Blue Light phones located throughout the campus and in many restrooms will remain live for up to 90 minutes. Elevator phones will remain operational for up to 4 hours after a power outage. You may use any of these devices during a power outage to reach UPD. For more information about Emergency Blue Light Phones, please visit: https://police.albany.edu/BLPhones.shtml

See Spam and Robo Calls for more information