

New telephone system for Rutgers

Office of Information Technology <oit@oit.rutgers.edu>

Wed 5/22/2019 8:12 PM

To: INFO_NBP_FS@RAMS.RUTGERS.EDU <INFO_NBP_FS@RAMS.RUTGERS.EDU>

Members of the Rutgers Community:

The Office of Information Technology is pleased to announce that we are replacing the university's current telephone systems with a new, state-of-the-art system. The new system, from Cisco, will allow us to replace multiple telephone systems at Rutgers with one unified system for the university.

The Office of Information Technology is expecting to complete the transition to the new Cisco system over the next 12-18 months.

Advantages of new telephone system

This new state-of-the-art phone system offers the following advantages, among others:

- unified telephone directory for Rutgers
- better overall call experience from improved hardware
- enhanced support for the Rutgers community
- improved telephone features, including a new LCD color screen, high-definition speaker phone, and additional voicemail capabilities

What to expect

Over the next 12-18 months, each building at Rutgers will be given its own scheduled date when Telecommunications Division support staff will replace the current desk telephones with the new Cisco telephone system. Additional communications will be sent out in advance of the installation of the new phone. Telecommunications Division staff will be available to support users during the days leading up to and after the conversion.

Questions?

For additional information on the new phone system, please visit <http://sites.rutgers.edu/td-voice>.

If you have any questions or concerns, please email td-voice@oit.rutgers.edu.

Thank you,

Michael Storer
Director, Telecommunications Division, Office of Information Technology