



# Telephone Upgrade Departmental Budget Impacts

*Presenter: Mary-Margaret Echevarria*

# PBX UPGRADE

**NEW**  
**Cisco Telephone**  
**System Coming**  
**Summer 2019**

***UTSA will be migrating to a new telephone system with enhanced features by the end of summer 2019. The Office of Information Technology (OIT) is working on determining the best deployment method to the university community. We look forward to bringing this new telephone system to you and will provide more information as it becomes available regarding the project.***

# FEATURES

## CURRENT & CONTINUING:

Standard Keys (Hold, Transfer, Conference)

Call Forward and Send Calls

Call Pickup

Call Routing

## ADDITIONAL:

Voice and Corporate Directory

Call History on all phone types

Softphone for PC and Mac

Softphone for Android and Apple  
(upon request)

# TRAINING

## Training is being developed:

- ✓ How to find and use features from Avaya system
- ✓ How to find and use additional features
- ✓ How to log into the softphone
- ✓ Will send dates and times when available



## REMINDER...

**ANNUAL BASE RATE WILL INCREASE  
FROM  
FY 19 \$255 PER EXTENSION  
TO  
FY20 \$275 PER EXTENSION**

# FUTURE CHANGES TO ABR

FY20 ABR:			
		Annual	Monthly
Charge:	\$ 275.00		\$ 22.92

FY21 ABR:			
		Annual	Monthly
Charge:	\$ 275.00		\$ 22.92

FY22 ABR:			
		Annual	Monthly
Charge:	\$ 285.00		\$ 23.75

FY23 ABR:			
		Annual	Monthly
Charge:	\$ 285.00		\$ 23.75

FY24 ABR:			
		Annual	Monthly
Charge:	\$ 295.00		\$ 24.58

FY25 ABR:			
		Annual	Monthly
Charge:	\$ 295.00		\$ 24.58

FY26 ABR:			
		Annual	Monthly
Charge:	\$ 305.00		\$ 25.42


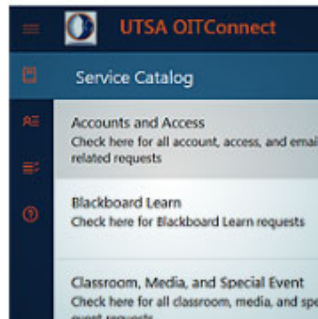
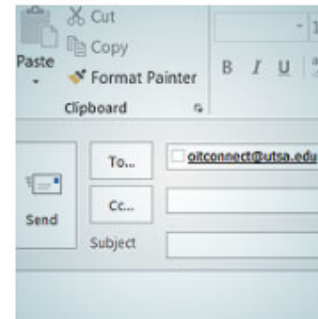
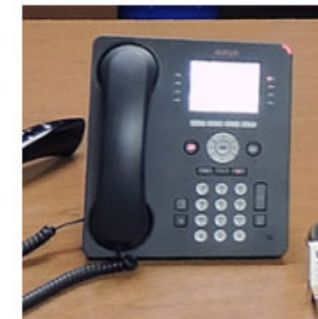
FY27 ABR:			
		Annual	Monthly
Charge:	\$ 305.00		\$ 25.42

FY28 ABR:			
		Annual	Monthly
Charge:	\$ 315.00		\$ 26.25

FY29 ABR:			
		Annual	Monthly
Charge:	\$ 315.00		\$ 26.25

# NEED ADDITIONAL ASSISTANCE?

Contact OITConnect at [oitconnect.utsa.edu](mailto:oitconnect@utsa.edu)

 <p><b>Live Chat</b> Compatible with Firefox, Chrome and Safari</p>	 <p><b>Self Service Portal</b></p>	 <p><b>Email</b></p>	 <p><b>Phone</b> 210-458-5555 (Available on mobile only)</p>
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*The Office of Information Technology*

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