



# Avaya Unified Communication Solution

DTC Migration

San Francisco State University  
Administration & Finance

- 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***



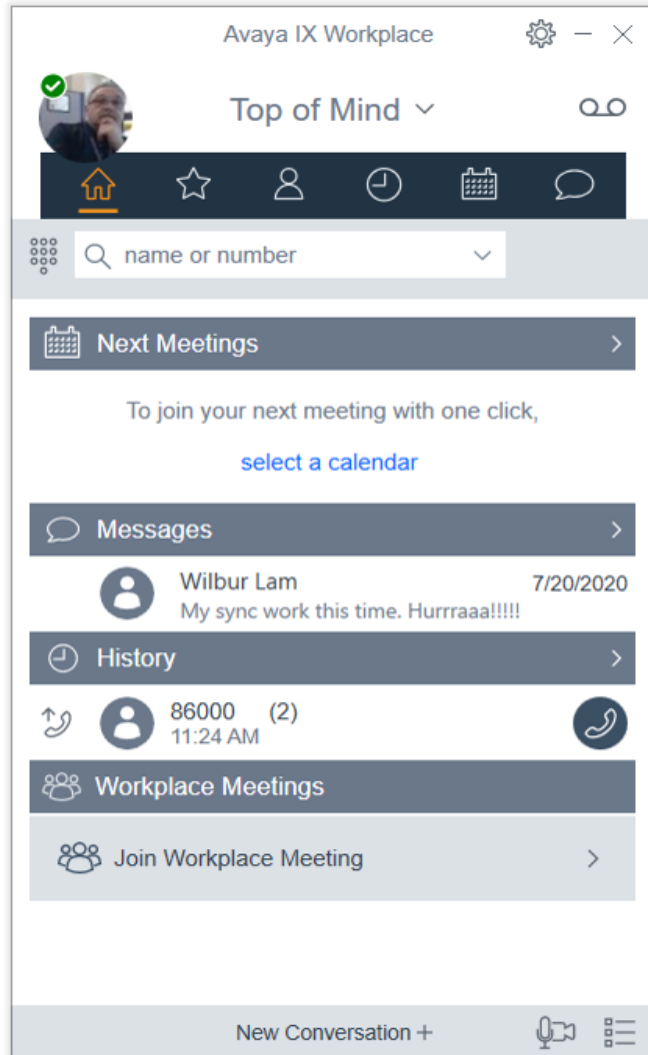


AVAYA J 139 IP Phone  
4-button standard set  
single line

# Avaya J-series IP Phones



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://ucmpportal.sfsu.edu>

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The screenshot shows a web browser window with the following elements:

- Browser Tab:** ucmpportal.sfsu.edu/#/splash?st
- Address Bar:** <https://ucmpportal.sfsu.edu/#/splash?state=https:%2F%2Fucmpportal.sfsu.edu%2F>
- Header:** SAN FRANCISCO STATE UNIVERSITY logo and name.
- Service Tiles:**
  - Web Access:** Manage and configure location, call settings, messaging options, forwarding and more.
  - Password Reset:** Voicemail password or Application password.
  - Web Admin:** User Management for Administrators.

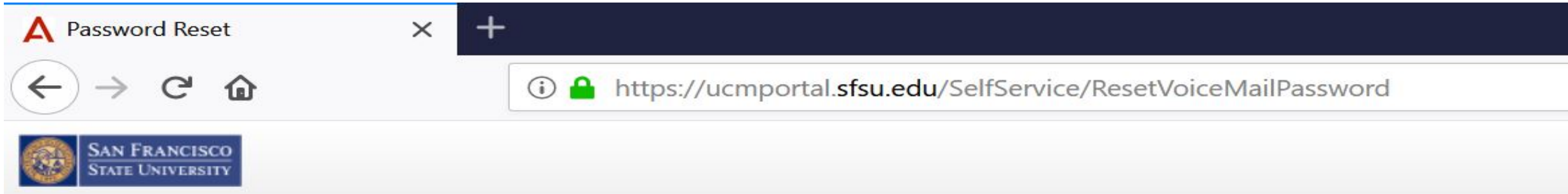


# Avaya IX Messaging User Portal (continued)

The screenshot shows a web browser window with the following details:

- Browser Tab:** 59201: Main Test1
- Address Bar:** <https://ucportal.sfsu.edu/uc/webclient/webclient.asp?WCI=TopLevel>
- Page Header:** SAN FRANCISCO STATE UNIVERSITY logo on the left; user profile icon and "59201: Main Test1" on the right, with a "Log Off" link.
- Main Content Area:** A grid of functional tiles organized into five columns:
  - Messaging:** "Send a Message" (orange), "Send a Fax", "Messages", "Fax Jobs", "Greetings", "Message Forwarding".
  - Location:** "In Office 59201", "Change Current Location", "Locations" (orange), "Calendar", "Addresses".
  - People:** "Contacts", "Add Contact" (orange), "Lists".
  - Notification:** "Schedule" (orange), "Options", "Wake Up Call".
  - Settings:** "Account", "Call", "Help".

# 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

	Avaya J139 4-button standard set single line	Avaya J179 8-button advanced set multi line	Avaya J179 8-button advanced set w/ expansion module	IP Softphone Application (SFSU computer or mobile device)	Fax/ Modem Extension	Virtual Extension	Voicemail
UC MRC	\$8.13	\$8.13	\$8.13	\$8.13	\$25	\$2.07	
One-time	\$349.28	\$468.28	\$656.45	\$150.20	\$161.14	\$238.28	\$98.08

New labor rate \$88.08 per Hr.

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

**Q&A**



# Contact Us at:

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