



Avaya Unified Communication Solution

Migration Overview

San Francisco State University
Administration & Finance

- 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

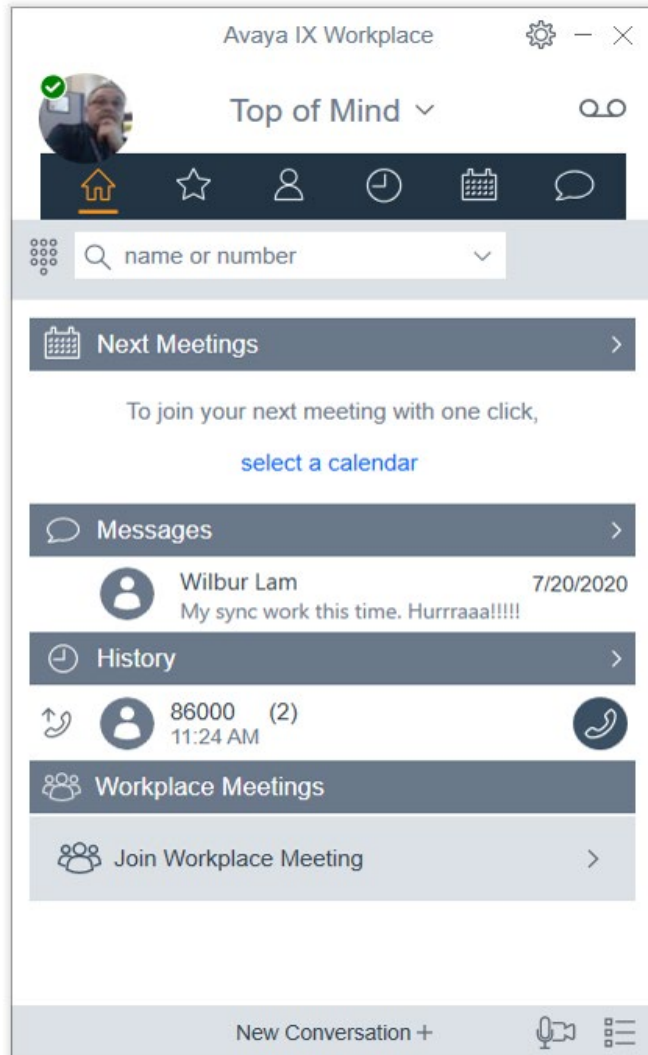
Goal: (1) Migrate users to Avaya (2) Keep the initial setup/features similar to the ones in NEC

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

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://ucmpportal.sfsu.edu>

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

- 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)

59201: Main Test1

https://ucportal.sfsu.edu/uc/webclient/webclient.asp?WCI=TopLevel

90%

59201: Main Test1 Log Off

Messaging

- Send a Message
- Send a Fax
- Messages
- Fax Jobs
- Greetings
- Message Forwarding

Location

- In Office 59201
- Change Current Location
- Locations
- Calendar
- Addresses

People

- Add Contact
- Contacts
- Lists

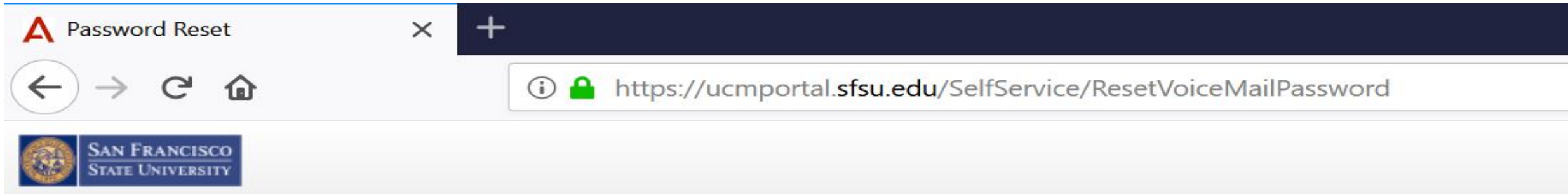
Notification

- Schedule
- 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



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 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

	Avaya VoIP J139 4-button set	Avaya VoIP J179 8-button set	Avaya VoIP J179 8-button set w/expansion module	IP Softphone Application (SFSU laptop or mobile)	Avaya B179 VoIP Conference Phone	Fax Extension	Voice Mail	Virtual Extension
UC MRC	\$8.13	\$8.13	\$8.13	\$8.13	\$16.21	\$12.22	\$0.00	\$2.07
One-Time UC cost	\$349.28	\$468.28	\$656.45	\$150.20	\$698.87	\$158.16	\$98.00	\$238.00

New labor rate \$88.08 per Hr.

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

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