

TELEPHONES & MOBILE DEVICES



The College's telephone system is sound and functional. The voice system was upgraded from a PBX-based system to an Avaya voice-over-Internet protocol system in the fall of 2012. The new equipment is very reliable, and it will meet the College's current and future telephone requirements.

The telephone system is a hybrid, meaning that it will work with the older telephones that we are now using as well as with newer voice-over-Internet protocol (VoIP) phones. The College can switch to VoIP phones at any time. However, data cabling between buildings and electrical systems inside buildings need to be improved before VoIP can be implemented.

The College's voice mail system is reliable but outdated. The current Octel voice mail system needs to be replaced with a unified messaging system when College resources are available. A unified messaging system provides features that improve productivity, and could either be installed on campus or hosted externally.

Use of the campus telephone system decreases each year because people text, tweet, or use email, cell phones, tablets, and programs such as Google Voice or Skype instead of land lines. The College shifted to an opt-in system for student dorm phone service two years ago. This year only a handful of students chose to have a college phone line.

THREE THINGS YOU SHOULD KNOW ABOUT TELEPHONE & MOBILE DEVICES:

- Information Services is responsible for ordering all College-owned cell phones and maintaining vendor contracts. All tablets likewise must go through IS for approval and inventory.
- Sprint and T-Mobile (formerly MetroPCS) have cell phone sites on the roof of Shain Library. Verizon and AT&T are currently negotiating to locate cell phone sites on campus.
- Information Services maintains the College's "Blue Light" emergency phones.

*For more information, contact Bruce Carpenter, Director of Technical Support
and Information Security Officer,
at x5242 or bwcar@conncoll.edu.*