From: CSI Technologyservices <Technologyservices@csi.cuny.edu>
Sent: Thursday, March 12, 2026 11:29 AM
To: CSI-FacultyStaffBroadcast <FacultyStaffBroadcast@csi.cuny.edu>
Subject: CSI's New VoIP Telephone System - Update

Dear Colleagues:

Information Technology Services has been working with CUNY Central to upgrade to a new VoIP telephone system, as noted in the communication below. We are ready to begin deployment and would like to provide the following updates to allow for a smooth migration.

1. When will the new phones be delivered? IT will begin delivering phones in March/April. Your current phone will remain connected on your desk and will be removed once the new phone system goes live.

2. Instructional material on how to use your phone will be provided in a subsequent email.

3. During this transition period, offices with old Avaya phones can still communicate successfully with offices upgraded to new VoIP phones. The old and new phone systems will operate simultaneously until the distribution of the VOIP phones is complete.

4. Your phone number will remain the same.

Over the next week, a software package called **Cisco Jabber** will be automatically pushed to your computer.

Cisco Jabber is a communication application that allows you to make and receive phone calls and collaborate with colleagues directly from your computer. You may see the application appear on your computer soon, but **it will not be fully functional until the new phone system goes live**.

You don't need to do anything right now. We'll provide additional information and instructions as we get closer to the deployment date.

If you have any questions or concerns, please feel free to contact:

Technology Training at x2345 or TechnologyTraining@csi.cuny.edu; or the Helpdesk at x4357 or Helpdesk@csi.cuny.edu.

Thank you,

Technology Services