

**From:** CSI Technologyservices <Technologyservices@csi.cuny.edu>

**Sent:** Friday, March 20, 2026 4:04 PM

Dear Colleagues:

Information Technology Services has been working with CUNY Central to upgrade to a new VoIP telephone system. At this time, the phones are being deployed to 2A, and you will be notified by an IT team member when your phone is ready to use.

1. Instructional material on how to use your phone is attached.
2. During this transition period, offices with old Avaya phones can still communicate successfully with offices upgraded to new Cisco VoIP phones. The old and new phone systems will operate simultaneously until the distribution of the VOIP phones is complete.
3. Your phone number will remain the same.
  1. Internal calls - will continue to function as usual using 4-digit dialing or the full phone number.
  2. Dialing off-campus - **dialing 9 is no longer needed** on the new phones. (You will need to dial 1-xxx-xxx-xxxx)
4. Cisco Jabber is a communication application that allows you to make and receive phone calls and collaborate with colleagues directly from your computer. This application has been installed on your office computer. **Please note: Jabber will replace the phone functionality currently used in Teams, including dialing and voicemail. Other functions within Teams will remain the same.** Instructions for using Jabber and for installing Jabber on other Windows devices are attached.
5. Voice Mail: Your default greeting has been set to your first and last name, stating that you are not available. Instructions for changing the greeting are attached. Voice mail will still appear as an audio file in your email.

We are in the process of updating the website. Additional training materials will be available on the [Telecommunications webpage](#).

Our Information Technology team will contact you to arrange pickup of the old phone, which will no longer function.

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

Technology Training at x2345 or [TechnologyTraining@csi.cuny.edu](mailto:TechnologyTraining@csi.cuny.edu); or the Helpdesk at x4357 or [Helpdesk@csi.cuny.edu](mailto:Helpdesk@csi.cuny.edu).

Thank you,  
Technology Services