VoIP Phone Project FAQ's

Why are we upgrading the phone system?
The legacy Centrex phone system is not only outdated, but expensive. SUNY Fredonia will realize a significant and ongoing cost savings by upgrading to a more modern system.

What is the timeframe for the project?
In November of 2018, SUNY Fredonia initiated a project to conduct an assessment of our current legacy Centrex central office operated telephone system and determine our needs in upgrading our phones to a digital VoIP phone system. In February 2020, we wrapped up this assessment and in June 2020, University Services signed a contract with DFT as the provider for our new digital phone system. On January 4, 2021, ITS initiated an implementation project to plan, configure, and install this new unified communication system with DFT.

Will I still contact University Services for phone changes and requests in the future?
No, the phone service is transitioning to Information Technology Services. Network Design and Development will be managing the new VoIP phone system.

What if I’m telecommuting when my phone is scheduled to be upgraded?
If you are not in the office, ITS will forward your phone to the number you specify as part of your department’s implementation plan.

How will I know when I’m scheduled for my upgrade?
Your department head will inform you after coordinating your department’s upgrade schedule with ITS.

What if I’m not scheduled to work on the day my department’s phones are upgraded?
You do not need to be present when your phone is replaced.

What’s involved in an upgrade of my department’s phone system?
ITS will:
- Reach out to department heads
- Verify your current lines, staff members and locations
- Verify your current department phone routing configuration,
- Work with your department to create a plan for your phones utilizing the new features
- Schedule a time to upgrade your system and handsets

What new features will our phone system have?
While the specific needs of each department vary, the basic phones will have many more features than our legacy phone system. Our new phones have a color screen, call forwarding, call waiting, voicemail, caller ID, speakerphone, and speed dial buttons, a contact directory, and a call log. There are also new departmental features we are still investigating.

Will I still be able to use 4-digit dialing for on-campus calls?
Yes, this feature is included in the new system.

Can I keep my current phone number?
Most phone numbers will stay the same.

Will my department still be charged for long distance and international calls?
This practice is under review and may change as part of this upgrade.

Will all of the phones be upgraded?
Most phones will be upgraded to the new system. Exceptions include fax machines, elevators, blue light safety phones, outdoor building phones and some others. All staff phones will be replaced with VoIP phones.

Will I need a new headset?
You may need a new headset. The implementation team will advise you when we work with your department to plan your phone upgrade.

Will our fax, printer, and multifunction machine phone lines be upgraded?
Your fax lines will not be upgraded as part of the phone project. They will remain analog lines.

Will our credit card processing lines be upgraded?
No, credit card processing lines will remain on the legacy system.

Can I see the new phones before my area gets upgraded?
While COVID-19 is making in-person events difficult, we are working on a virtual demonstration of the new phones. More information about the phone model can be found on the Polycom VVX 450 Business IP Phone page.

What are the VoIP Project working groups?
Our project plan is broken into smaller task areas including Project Governance Team, Networking, Communication, Support & Training, Service Design, Safety & Police, Planning, Reporting and Policy.

Who is on the project team?
- Michael Metzger, Executive Sponsor
- Ben Hartung, Project Sponsor & Project Manager
- Joe Baxter, Technical Lead
- Alex Moon, Networking
- JJ Nocek, Networking
- Terry Tzitzis, University Services
Campus Representatives

- Stephanie Teachman, CSEA Representative
- David Torres, UUP Representative
- Darrin Rogers, University Senate Faculty Representative
- Christopher Taverna, University Senate Staff Representative
- Kevin Cloos and Mark Delcamp, Facilities
- Brent Isaacson and Scott Martin, University Police
- Sarah Laurie and Chuck Holder, Environmental Health and Safety
- **TBA**, Finance & Administration
- Tylor Cardone, ITS Service Center
- Brandon Gilliland, Enrollment and Student Services
- Jeff Woodard, Marketing & Communications