



Current Phone Systems At TAMU


Telecom currently has four phone systems on campus. Below is a lifecycle summary of each phone system to help departments plan for their phone needs. The phones pictured below are typical models found on campus. Your phone model may vary in color or features.

Current Cisco VoIP Phone System:





Recommended		<ul style="list-style-type: none"> This system is the current VoIP phone offering on campus & is the preferred, supported option. Any new construction, remodels, or moves will be on Cisco VoIP. 	Currently Supported
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Legacy BroadSoft/Polycom VoIP Phone System:

Not Recommended		<ul style="list-style-type: none"> This system is the first VoIP phone offering on campus and though no longer preferred, existing installations are currently supported. No new service requests or major office relocations are currently accepted. The Telecommunication department anticipates complete migration away from this service before the end of calendar year 2023. 	Currently Supported
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Not Recommended		<ul style="list-style-type: none"> • Lacks support for state requirements for emergency location notification. • Aging copper cable plant from Frontier provides lower quality and reduced availability of service. • Higher costs for add & moves with lower offered features. • The Telecommunication department anticipates partial migration away from this service before the end of calendar year 2023. 	Currently Supported
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Centrex/Analog phone system (Frontier Communications):

Not Recommended	   	<ul style="list-style-type: none"> • These systems are the oldest on campus dating back to the 90s and do not support state requirements for emergency location notification. Manufacturer support has been discontinued for these since 2013. • Due to the lack of available replacement parts & their inability to comply with State of Texas requirements for emergency location notification, users should migrate off these systems ASAP. • These systems are not repairable, are no longer supported by the University, and a failure/outage for one of these systems in your building is permanent. 	Not Supported
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Legacy Comdial/Nortel Norstar Key Phone System:

To Switch to the Cisco VoIP Phone System

Reference: <https://it.tamu.edu/services/audio-video-and-telecommunication/telecommunications/phones/>

Step 1: Confirm your building has a VoIP network and that you have an available network port at the desired phone location. It is possible in some cases to share (i.e. “daisy chain”) two devices on one network port by connecting the VoIP phone to the network port and then connecting your computer to the back of the phone. The network port must be configured for the VoIP network and Data network.

If you require a new network drop or are not sure if your building’s network has been configured for VoIP, complete the [Request Form](#) found at the [Building Connections](#) page. **Do not proceed to Step 3 until Step 1 is completed.**

Step 2: Order and receive devices (phones). Telecom stopped renting equipment as of September 1, 2018. Departments now purchase their own Telecom approved devices from a vendor. Be sure to provide the Model # to the vendor. To help you choose the best device for your needs, please review popular VoIP devices below or the more detailed “[Cisco Options at a Glance](#)” PDF.

CISCO: Cisco Options at a Glance (clickable link) – Telecom Approved Models			
Phone Model #	Description	Accessories Model #	Description <i>*If you do not have PoE, you will need an IP Power Transformer</i>
CP-7821-K9=	2-line phone – 100 Meg	CP-PWR-CORD-NA=	Power Cord (local PoE)
		CP-PWR-Cube-3=	IP Power Transformer
CP-7841-K9=	4-line – 1 Gig	CP-PWR-CORD-NA=	Power Cord (local PoE)
		CP-PWR-Cube-3=	IP Power Transformer
CP-8841-K9=	10-line – 1 Gig	CP-PWR-CORD-NA=	Power Cord (local PoE)
		CP-PWR-Cube-4=	IP Power Transformer
CP-8845-K9=	10-line – 1 Gig HD Camera	CP-PWR-CORD-NA=	Power Cord (local PoE)
		CP-PWR-Cube-4=	IP Power Transformer
CP-8851-K9=	10-line – 1 Gig Supports Bluetooth & Expansion Module	CP-PWR-CORD-NA=	Power Cord (local PoE)
		CP-PWR-Cube-4=	IP Power Transformer
		CP-8800-A-KEM=	14 Key Expansion Module

*For information on available Conference phones, please see “[Cisco Options at a Glance](#)”

Suggested Cisco Vendors:

- **Netsync Network Solutions** Leo Kamenker lkamenker@netsyncnetwork.com 713-218-5052
David Monasmith DMonasmith@netsyncnetwork.com

- **Sirius Computer Solutions** Matt Batts matt.batts@siriuscom.com 210-369-0640
Sue Corrington sue.corrington@siriuscom.com

*Amazon or similar sites are also an option, especially for smaller phone orders. *Be sure to pay attention to the model SKU offered by the vendors as Cisco does offer 2 versions of each phone model, one for our on-campus system and another for third-party support (cloud and other vendor phone systems). Make sure you are only purchasing a phone model with the sku that matches exactly what we've listed to ensure there will be no compatibility issues.

Step 3: Email the completed [VoIP Service Order Form](#) (single phone) or [VoIP Service Order Summary Form](#) (multiple phones) to tcom-request@tamu.edu.

Note: A Help Desk ticket with an INC# will be automatically generated from the email sent above. You will receive updates and any further questions via email (referencing this INC ticket number) or by phone call.