Telecommunications Mobility Options

Single number reach using campus telephone number enhances consistent MSU identity

Fewer missed calls, more productivity

Allows for additional flexibility to simplify doing business based on the way we work today
• Avaya feature available at no charge

• Set up your campus telephone number to simultaneously ring your desk phone and your cell number so you can manage calls while working away from your desk
Benefits of EC500 feature

• Single number reach for your callers leveraging your **MSU** identity

Outbound calls from your cell number to other campus numbers display the caller ID as your desk phone number

Extend Call feature – transfer calls between desk phone and cell phone without interrupting the conversation

Remote access to turn EC500 on or off and remote access to additional features like call forwarding and Send-Calls

Provides business continuity when it is not possible to get to the office (i.e. snow storm, flooding)
Avaya one-X Mobile Applications

- Softphone applications that can be used as your office phone on your own iPhone, iPad or iPod Touch or Android devices – BYOD

- Uses voice over Wi-Fi when available and hands call off to cellular network seamlessly when out of Wi-Fi is out of range
Accessing the one-X Applications

• Request via an IPF service request. IPF Telecom will enable access so you can use the applications securely using a password you create
• Access the telecom self-service portal for installation guides and links to the apps
Avaya one-X Mobile iPhone or iPod Touch

- Make, receive and transfer calls
- Access Interactive call log
- Use device contacts and search MSU people search
- Access features to EC500 & Call Forward features
- Voicemail waiting indicator
Avaya one-X Experience Flare for iPad

- Make, receive and transfer calls using Spot Lights
- Access Interactive call log
- Use device contacts and search MSU people search
- Voicemail waiting indicator
Avaya one-X Mobile for Android device

- Recent release – expect additional enhancements
- Make, receive and transfer calls
- Access Interactive call log
- Use device contacts
- Access features to EC500 features
Allow users to send and receive text messages from their campus DID, just like a cell phone.

Works with all MSU exchanges in East Lansing, Detroit and Grand Rapids

Texting works with all domestic carriers. SMS + MMS (Picture messaging)
Subscribe to this secure hosted service for unlimited text and picture messages to and from a campus telephone number for $10.00 per month.

Telephone number does not need to be on the Avaya Campus PBX system to use AMS

Separate work communications from personal communications
Simple set up. Upon receipt of a service request, IPF Telecom will complete the administration and the requester will receive an immediate email with instructions on setting up the service.

Welcome to the Avaya Messaging Service!

Your Avaya Messaging Service Administrator has setup a user account for you to begin texting others using your business assigned telephone number. To get started, please follow these steps:

1. Set your initial Password by clicking on this link: Set Password
2. Download client(s) below and login with your office desktop phone number and password.

Avaya Messaging Service clients:
- **iOS**
- **Android**
- **Mac**
- **Windows**
- **Web**
Avaya Messaging Service

Manage your messages by using an app on your smartphone (iOS or Android), a desktop notification client or with a browser based interface

- Smartphones
  - iOS 5, 6 or 7
  - Android 4.0 and higher
- Desktop
  - Windows 7
  - MAC OSX 10.8.4
- Browser
  - IE 9 & 10
  - Firefox 22 & 23
  - Chrome 28 & 29
  - Safari 5.1.9 & 6.0.5
MSU Technology Workshop

Thanks for attending!

Any questions?

Any use cases you’re wondering about?

We are available for questions and more demo at the demonstration area