

CNAS Instructional Technology Support Newsletter

Volume 1, Issue 16
March 5, 2021

New phone system

You may have seen an announcement this week in the Inside Missouri State newsletter about a new phone system. Let us review the upcoming dates that affect everyone. On March 15 at 5:00 PM we switch over to the new voicemail system. You can set up your new password and personal greeting before the switchover following the instructions at Networking and Telecommunications' web site: [AUDIX First Time User Setup Guide](#). Those instructions change when the new system is activated on March 15, 5:00 PM: [AUDIX First Time User Setup Guide](#). The main difference between the two sets of instructions is the phone number you call to access the system. Until March 15, 5:00 PM you access the current AUDIX system using 6-5888. The new system is accessed by dialing 6-3456. After the switchover at 5:00 PM on March 15 you access the new system at 6-5888. You will be able to access the old system at 6-6913 until March 31, 2021. The next date is March 17 at 5:00 PM. After that time when calling off-campus you will be required to dial '9' plus the area code and 7-digit phone number. For example, to call the City Clerk of Springfield you need to dial 9-417-864-1651. This change is related to an FCC regulation related to creating a three-digit phone number (988) for the National Suicide Prevention Hotline. Our new phone service provider is requiring all their business customers to convert to this 10-digit dialing now. Eventually it affects ALL phone service providers including cell and landline phones. I recommend getting used to dialing all 10 digits now. October 24, 2021 is the deadline for most of Missouri when it will be mandatory to dial all 10 digits (area code + 7-digit phone number). This requirement becomes effective nationwide July 16, 2022. You can read more at [Local Dialing \(missouristate.edu\)](#).

The new phone system is a digital based, VOIP (voice over Internet Protocol) system which uses the same Internet Protocol that your computer uses to communicate on the Internet. New phone handsets will be required to use the new VOIP system. Hospitality Leadership and Cooperative Engineering are already using VOIP phones. The rest of the departments will get different phone equipment to work with the new VOIP system. No timeline has been created yet for when departments will be upgraded. Before the upgrade happens, someone from Networking and Telecommunications will meet with the department to discuss changes in bills and available services. Some of the advantages of the new VOIP system are:

- Caller ID will show the correct phone number for calls from on campus instead of 417-836-5999
- Departments will not be charged for long distance calls
- Software based phone application that allows calls to be made, answered, or transferred using an application on a Windows or Mac desktop computer or app on an iOS or Android based phones
- Physical phones can be installed or moved to other locations by the user
- More phone features and simplified billing

This whole process is expected to take up to 18 months. For more information you can read [Phone System Overview](#).

Remote desktop for Students

During the COVID pandemic, some student researchers started connecting to lab computers in order to conduct research while working from home. While the Microsoft licenses for students does not include this feature, Microsoft waived the requirement for the extra license for students to remotely connect to computers. That waiver was withdrawn recently which means that students connecting remotely need additional licenses from Microsoft to continue to legally connect to computers remotely. Some departments have already acquired licenses for some of their students that need to connect remotely to research lab computers. If you have any students that have not acquired the appropriate licenses and can't come on campus to conduct research, you can contact me so I can coordinate with Computer Services to purchase the appropriate licenses for your student researchers. Faculty and staff Microsoft licenses include the ability to remotely connect to their office or research lab computers, so no extra license is required for them.