



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: