

# INFORMATION TECHNOLOGY SERVICES

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## Telecommunications

The Telecommunications Office (located in Steinmetz 100) is responsible for voice transmissions from any College-owned location, and it is the central office for all telephone concerns and billing.

User Guides are available for download in the [Documentation](#) <sup>[1]</sup> section of this website, as well as, at the Telecommunications Office. These guides provide specific information on the system and services available.

To find out your phone number, plug in your phone, obtain dial tone, pick up the handset and press # \* 113. You will be told your college extension. Our local exchange is 388.

To access your New CallXpress voicemail dial 518-388-6688.

To access your Old Octel voicemail dial 518-388-7099.

Campus phone bills are posted [online](#) <sup>[2]</sup>. Domestic long distance calls are billed at \$0.10/minute. Local calls from staff lines are free.

## Telecommunications Office Staff

Stephen DeGeyter, Telecommunications Specialist t: 518-388-6411 f: 518-388-6464 e: [degeytes@union.edu](mailto:degeytes@union.edu) <sup>[3]</sup>

Diane R. McNamara, Director of Telecommunications t: 518-388-6411 f: 518-388-6464 e: [mcnamard@union.edu](mailto:mcnamard@union.edu) <sup>[4]</sup>

Faculty and staff may also receive assistance by contacting the Telecommunications Help Desk in the following ways:

- Phone: (518) 388-6411
- Email: [telecomm@union.edu](mailto:telecomm@union.edu) <sup>[5]</sup>
- Stop by the office in Steinmetz 100 (Mon - Fri 8:30am - 5:00pm)

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### Links:

[1] <http://its.union.edu/documentation>

[2] <https://www.mypinnaclelogin.com/pe/unioncollege/f?p=1003:HOME>

[3] <mailto:degeytes@union.edu>

[4] <mailto:mcnamard@union.edu>

[5] <mailto:telecomm@union.edu>