Telecommunications Help Desk

The Telecommunications Help Desk (located in Steinmetz 100), can assist with issues and concerns regarding:

- Troubleshooting problems
- Moves, adds and changes to telephone equipment or service
- New service, voicemail, caller menus, special calling features and plans, caller ID, music on hold, international dialing
- Fax machines and codes, headsets [1], conference calls [2], speaker phone rental [3]
- Call accounting and billing - Telephone bill login [4]
- We also manage plans, orders, service, billing and trouble shooting for college provided cellphones and smartphones (to authorized employees). View employee cellular plans [5]

Documentation

User guides and documentation are provided below or Telecommunications staff can be called for hands-on training and assistance.

- iPad & iPhone [6]
- Office telephone sets - Telephone user guides [7]
- Voicemail user guides [8]

Telecommunications Office Staff

Stephen DeGeyter, Telecommunications Analyst t: 518-388-6411 f: 518-388-6464 e: degeytes@union.edu [9]

Diane R. McNamara, Director of Telecommunications & Networking t: 518-388-6411 f: 518-388-6464 e: mcnamard@union.edu [10]

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 [11]
- Stop by the office in Steinmetz 100 (Mon - Fri 8:30am - 5:00pm)

Our local exchange is (518) 388.

To access your CallXpress voicemail from off campus dial 518-388-6688.