

# 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](#) [1] section of this website, as well as, at the Telecommunications Office. These guides provide specific information on the system and services available.

Our local exchange is (518) 388.

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

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

## Telecommunications Office Staff

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

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

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) [5]
- 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>