Desk and Conference Phone Models & Accessories

Information

Faculty and Staff at Evans Hall have voice over internet protocol (VOIP) desk phones. These phones allow you to unplug your phone and move it to another location while keeping your same phone number. Take your VOIP phone with you to another room, and anywhere you connect it to the Internet, you can receive your incoming calls.

Desk Phone Support

If you experience any issue with your desk phone, please email the SOM IT Help Desk at somit@yale.edu or call (203)432-7777.

Examples of Desk Phone issues you may encounter:

- Voice mail indicator light on handset is not lighting up to indicate you have a message
- Add or delete other numbers to your set
- Request a new phone be set up at a location

Desk Phone Models

The three most common desk phone models are pictured in the following table:

<table>
<thead>
<tr>
<th>MODEL #6921</th>
<th>MODEL #7942</th>
<th>MODEL #7962</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Model #6921" /></td>
<td><img src="image2.png" alt="Model #7942" /></td>
<td><img src="image3.png" alt="Model #7962" /></td>
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</tbody>
</table>

Conference Phone Model

The only conference phone supported by Yale Telecom Services is the Cisco 8831. If any other conference phone is not working as expected, it should be replaced with the correct supported model.

<table>
<thead>
<tr>
<th>Cisco 8831</th>
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<tr>
<td><img src="image4.png" alt="Cisco 8831" /></td>
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</table>

Accessories

Hands-free Headsets
Headsets are available to order through SOM IT. There are a variety of options based on your phone model.

- Navigate to the Plantronics Compatibility Guide and select Deskphone
- Under the drop down for Manufacturer name, select CISCO
- Under the drop down for Device or Host Name, select your model. Your model number is listed on the top right of the phone or underneath the phone on a sticker.
- Hit Search to view the compatible headsets for your phone
- Email the SOM IT Help Desk with the headset model number