

Harvard Phone

Harvard Phone is the University’s new telephone service designed to help you communicate and collaborate more efficiently. Harvard Phone:

- Delivers a common set of communication and collaboration tools for use across the University that support the way we work today
- Empowers users to update and change phone features anytime, anywhere through self-service portals
- Directs calls to reach you where are, not just at your desk

Harvard Phone Service Packages

Harvard Phone offers three “Primary” package options for Faculty and staff, and two “Specialized” packages for Call Coverage and Conference Rooms. Voicemail and usage is included in all packages. Phone sets are included in the initial conversion/deployment for the project. Phone sets for new employees will be purchased by the tub/entity (prices on page 3).

Primary Packages

Feature	Basic	Office	Soft Phone Only
Support for Harvard 5 digit dialing	X	X	X
Ad Hoc Conference Calling (Up to 4 Participants) – <i>note</i> : no Conference Button on the Basic Package 3905 phone set	X	X	X
Hands Free Speaker capability	X	X	X
Voicemail button on hard phone, Click to dial on soft phone		X	X
Integrated Harvard Directory (Directory button)		X	X
Click to Call, Dial, Answer, Transfer		X	X
Soft keys for multiple feature programming		X	X
Soft Phone (Jabber) app for mobile devices (smart phone/tablet/Laptop- up to 4 devices)		X	X
Multiple calls per line (up to 3)		X	X
Visual Phone Free/Busy Information (Presence)		X	X
Chat (IM)		X	X
Abbreviated Dialing		X	X
Simultaneous Ring (to all devices you choose)		X	X
Web access to End User Account portal to change feature settings		X	X
Monthly Cost	\$24.50	\$28.00	\$27.50

Specialized Packages

Feature	Call Coverage*	Conference Room*
Support for Harvard 5 digit dialing	X	X
Ad Hoc Conference Calling (Up to 4 Participants)	X	X
Hands Free Speaker capability	X	X
Voicemail button on hard phone, Click to dial on Soft Phone	X	X
Integrated Harvard Directory	X	X
Click to Call, Dial, Answer, Transfer	X	
Soft keys for multiple feature programming	X	X
Soft Phone (Jabber) app for mobile devices (smart phone/tablet/Laptop- up to 4 devices)	For named users only.	
Multiple calls per line (up to 3)	X	
Chat (IM)	For named user only	
Abbreviated dialing	X	
Simultaneous Ring (to all devices you choose)	For named user only	
Web access to End User Account portal to change feature settings	For named user only	
Monthly Cost (Includes phone set for initial conversions)	\$31.50	\$34.75

* These Packages are provisioned with the Office bundle in conjunction with phone

NOTE: Named users are those who are specifically assigned to a phone vs. a generically assigned phone that is shared among users

Harvard Phone Account

Harvard Phone users can access their account to update and change some phone features including:

- Changing your voice mail PIN
- Configuring speed dial buttons
- Setting up simultaneous ring

While on the Harvard network or a non-Harvard network with VPN enabled, go to phone.harvard.edu/self-service

For more information visit phone.harvard.edu

Harvard Phone Set Costs Net new purchases

Shipping costs not included



\$ 40 set purchase
\$ 16 optional power brick

3905



\$ 146 set purchase
\$ 22 optional power brick
\$ 30 optional wall mount kit

7841



\$ 238 set purchase
\$ 196 per optional expansion module
\$ 30 power brick (required)

8851



\$ 558 set purchase
\$ 140 wired microphone kit
\$ 22 optional power brick

8831

Peripheral equipment such as headsets not included in set rates and is the responsibility of the customer if required.

Harvard Phone Terminology

5 Digit Dialing: Continue to call your Harvard colleagues with their 5 digit Harvard extension, regardless of which phone service they are using.

Ad Hoc Conference Calling: Set up a conference call right from your phone. You may dial up to 3 different phone numbers and add them to your personal conference bridge.

Hands Free Speaker Phone: All phones come with a speaker for hands-free calling.

Integrated Harvard Directory: Use your phone to look up any Harvard telephone number.

Voice Mail: Office and Jabber Only services include voice mail. Visit <http://phone.harvard.edu/voice-mail-user-guides> for more information on Harvard voice mail.

Soft Client/Jabber: Jabber is an *app* that you can download onto your desktop/laptop, smartphone or tablet. Jabber replicates your desk phone and allows you to make and receive calls on your Harvard number. When you place a call using your Jabber client, the caller ID that displays on the far end phone is your Harvard number, not your cell phone number

Click to Call, Dial, Answer, Transfer: Using Jabber, you can click on your desktop/smart phone/tablets to manage your calls.

Visual Phone Free/Busy Information (Presence): Your Jabber client integrates with your Outlook calendar and displays your availability to other Jabber users using the familiar Green (available), Yellow (away) and Red (busy) icons.

Soft Keys for Multiple Feature Programming: Now your phone has many features all behind one button. Features display on your phone. When you press a button, more features stacked behind the button will be visible.

Multiple Phone Calls Per Line: You can have up to 3 active calls on one phone line. Place a call on hold and take another call, or put two on hold and make a call.

Chat: Send an instant message to any Harvard colleague who also uses Jabber

Simultaneous Ring: You can choose to have your phone number ring at the same time on the devices you choose. Pick up the call wherever you are, or your caller will be sent back to Harvard voice mail to leave a message.

Harvard Phone Account: Use the web to access your phone features and update as needed. Change your call forwarding, voice mail password and single number reach destinations. <http://phone.harvard.edu/selfservice>