

A large, faint watermark of the Texas state seal is visible in the background, centered behind the main title. The seal includes the words "THE STATE OF TEXAS" and "1845" around a central five-pointed star.

DIR NG CCTS Standard Product Catalog

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April 2015 – V1.0**

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Lobby

3905 IP Phone

\$14.98 per month

Includes line, license, VM (if applicable) and device cost

- Single button IP Phone
- No display
- No speakerphone
- No Ethernet port for PC



Ideal for lobbies or general areas like a lunch room, copy room, etc... that need very basic calling capabilities, similar to a single-line analog phone

2-Line IP Phone

8811 IP Phone

\$17.75 per month

Includes line, license, VM (if applicable) and device cost

- 2-button phone with 5" 800x480 greyscale display
- Call waiting on each line (manage multiple calls on a single button)
- Standard and advanced calling features (Conference, transfer, forward calls, etc)
- Gigabit Ethernet port for PC
- Full duplex speakerphone



Ideal for most employees and knowledge users, campus based or teleworkers, as users will have excellent voice quality with enhanced call handling features

5-Line IP Phone

8841 IP Phone

\$18.68 per month

Includes line, license, VM (if applicable) and device cost

- 5-line button phone with 5" 800x480 color display
- Call waiting on each line (manage multiple calls on a single button)
- Standard and advanced calling features (Conference, transfer, forward calls, etc)
- Gigabit Ethernet port for PC
- Full duplex speakerphone



Ideal for areas and employees who need a few more line buttons, a color display for enhanced call handling and call coverage

Multi-Line with Key Expansion Module

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8851 IP Phone with Key Expansion Module

\$24.13 per month

Includes line, license, VM (if applicable) and device cost

- 5-button phone with 5" 800x480 color display with same standard features as other IP Phones
- Up to 72 additional line or button appearances
- USB charging port for smartphones
- Superior voice quality with Full duplex speakerphone
- A 2nd KEM 8800 can be added for an add'l cost of **\$5.50 per month** ----->



Ideal for heavy call coverage areas, or administrative staff where you are sharing lines between staff and managers or handling calls for multiple people

Video Phone

8945 IP Video Phone

\$23.11 per month

Includes line, license, VM (if applicable) and device cost

- 5" diagonal, VGA, backlit, anti-glare color display
- 4 programmable line and feature keys
- High definition voice capability
- Programmable soft-label keys and 4 fixed keys
- Bluetooth for headset



Ideal for executives or managers who want to enhance point to point communications with others in their agency, using video

Conference Phone

8831IP Video Phone

\$26.90 per month

Includes line, license, VM (if applicable) and device cost

- Expanded room coverage
 - 2 units can be daisy chained together to achieve up to 1500' sq ft of coverage
- Superior hands-free wide-band audio
- Wired control for host/chair person
- 1 speaker and 1 microphone come standard
- Accessory options:
 - Wired and Wireless extension microphone



Ideal for most conference rooms and executive suites where clear audio is desired and extended coverage is needed for conference calls

Analog Adapter

ATA 190 2-Port Analog Adapter

\$2.58 per month (per analog device)

Each port requires a line, license charge

- 2 Port analog device adapter, for fax or analog voice requirements
 - Supports 2 simultaneous devices with 1 Ethernet (10/100 Base-T) port
- Supports T.38 fax devices
- Is easily placed within the same proximity of fax devices
- Supports TLS security protocol
- Requires external power (no PoE)



Ideal for most fax machines and faxing applications within an agency. A line and license charge is associated with each port of this device

Jabber – No IP Desk Phone

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PC, MAC & Smartphone and Tablet*

\$16.06 per month (no desktop phone)

Includes line, license, VM (if applicable) and Jabber cost

- Jabber Desktop client for Windows or Mac
- Provides presence (free/busy status) for contacts, and integrates to your Outlook Calendar
- Instant Messaging – Chat, Group Chat, Desktop Share and File Transfer
- Softphone with point-to-point video
- Interactive list of voice messages
- Click-to-call integration with all MS Office applications

Ideal for the mobile or teleworker that works from their PC/laptop from multiple places and is looking for advanced collaborative tools



*Note – Smartphone and tablet mobility support will be enhanced with next phase of infrastructure build out

Jabber – Adding Mobility to a Desk Phone

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Jabber for PC, MAC & Smartphone and Tablet*

\$2.00 per month

add-on cost to a desk phone

- Smartphone or tablet client with advanced collaboration capabilities
 - Visual voicemail for your Unity voicemail box
 - Make/take calls on your smart phone or tablet from your desk phone number
- Provides presence (free/busy status) for contacts,
- Instant Messaging – Chat, Group Chat, Desktop Share and File Transfer
- Softphone with point-to-point video



Ideal for the mobile or teleworker that works from their smartphone and/or tablet in conjunction with their desk phone, and wants advanced collaborative tools

*Note – Smartphone and tablet mobility will be enhanced with next phase of infrastructure build out

ACD – Enhanced Agent or Supervisor

ACD License for each agent/supervisor

\$23.88 per month

add-on cost to a desk phone

- Provides efficient inbound call handling for a call center or customer service application
- Accommodates at-home agent capability
- Includes skills-based routing to expedite getting the caller to the right agent
- Reporting is included to help manage call volume, and call handling efficiency
- Accommodates alternative means for handling calls in peak or overflow conditions



Ideal for a high volume of similar type calls that come into an agency in a repetitive way, where reporting is required, i.e customer service, helpdesk, etc...

ACD – Premium Agent or Supervisor

ACD License for each agent/supervisor

\$41.50 per month

add-on cost to a desk phone

- Same features as Enhanced, PLUS:
- Screen Pops for IVR data for incoming calls
- Inbound Email handling to the call center agent
- Web Chat with a call center agent
- Outbound Preview so agents can preview the call before getting connected



Ideal for the call center that is looking for advanced call handling and multi-media capabilities that will provide customers with alternatives for reaching an agent

Agency Router

2911 Integrated Services Router (ISR)

Device price is configuration dependent & procured by agency

- Survivable Remote Telephony Services
 - Provides basic outbound and internal calling in the event that there is a WAN failure
 - Requires additional trunking to the PSTN
- Supports PSTN (analog and PRI) interfaces
- Supports analog voice interface
- Supports off-net calls to 911



Ideal for the agency that needs to have a tertiary level of redundancy at the building level for inter-office and outbound calling

End Point Cost Summary

	End Point	Model #	Cost/Mo.	Comments
A	Lobby	3905	\$14.98	Single line IP phone, equivalent to legacy 2500 set
B	2-Line	8811	\$17.75	Most common desktop choice for IP phone
C	5-Line	8841	\$18.68	Common management or executive desk phone
D	Multi-Line w/KEM	8851/KEM	\$24.13	5-Line with the ability to add'l keys via expansion module
E	Video	8945	\$23.11	Point-to-point video conferencing capability
F	Conference	8831	\$26.90	Full duplex IP speakerphone, with 1 wired mic included
G	Jabber w/o Phone	N/A	\$16.06	Softphone or mobility for PC/MAC/Android/IOS devices
H	Analog	UC 2-Port	\$2.58	Each analog port requires a line and license charge
Below are the add-on capabilities for additional functionality				
I	Jabber	N/A	2.00	This adds softphone and mobility to a desk phone user
J	ACD Enhanced	N/A	\$23.88	This adds Enhanced ACD licensing to a desk phone user
K	ACD Premium	N/A	41.50	This adds Premium ACD licensing to a desk phone user
L	Key Exp Module	KEM 8800	\$5.50	This adds a 2 nd KEM to be to an existing 8851
M	Router	2911	TBD	Cost is configuration and design dependent

A – G are inclusive of line, license, VM (if applicable) and device costs

End Product Catalog