Telephone Conference calls are a cost-effective resource for conducting meetings in diverse locations for Pace University Faculty and Staff. Pace offers two options for telephone conference calls: 1) “In House” Meet-Me Telephone Conferencing and 2) Genesys Conferencing.

“In House” Telephone Conferencing (Meet-Me Telephone Conferencing)

“In House” telephone conferencing via the Alcatel Telephone System and Pace University Switchboard Operators is the most cost-effective method for placing conference calls.

Procedures to initiate a conference call are located at http://appserv.pace.edu/Phone/conference.htm or contact the DoIT’s Customer Support Center at 914-773-DOIT (3648).

Note:
• Outside callers can be connected through the Pace University Switchboard between 9:00 a.m. and 5:00 p.m. on normal Monday through Friday workdays.
• DoIT periodically reviews individual usage for exceptions and possible violations of our Appropriate Use of Information Technology Policy.
• Use of “In-House” telephone conferencing is intended for Pace University or University-related business only.

Genesys Conferencing

• When conference calls cannot be placed by the Pace University Switchboard Operators (i.e., after hours or on non-Pace work days) telephone conference calls may be placed directly through our external vendor, Genesys Conferencing. We have negotiated a reduced-rate structure and simple subscription plan. Departments are billed directly for use only. There are no setup fees or monthly service charges. A Service Requisition must be established with the Finance and Administration’s Budget Office.

• Permanent departmental accounts are arranged with Genesys Conferencing by submitting the following information to http://doithelpdesk.pace.edu or by calling DoIT’s Customer Support Center at 914-773-DOIT (3648) at least one week before the required service. Include in Request Description:

1. department name and billing address
2. name and extension of the Pace Department contact person

Questions concerning this or any other Information Technology Policy can be directed to http://doithelpdesk.pace.edu.