

What is ASU One Number?

ASU One Number is an application that can be installed on your cell phone from the Google Play or Apple App stores. For laptop or desktop installation the app is available on the [myASU Apps](#) site. By installing this application on your device, you will be able to make and receive calls to and from your current ASU phone number on that device automatically.



What are the benefits of ASU One Number?

With this application, you can use the same ASU phone number whether you are using your cell phone or your laptop.

- **Working Remotely:** Conduct ASU business utilizing ASU One Number on your personal cell phone, laptop or desktop computer. Utilizing the ASU One number applications dialer is the same as the dialer on traditional communications devices.
- **Privacy:** As you conduct ASU business from ASU One Number you will not reveal your personal cell phone number to others.
- **Security:** Leverage ASU's security protocols to protect you from toll fraud, hacking, scamming, robocalls, etc.
- **Mobility:** As you move around your workplace (home to office, office to car, etc.), ASU One Number goes with you.

What will I need to make voice calls?

Voices calls can be made from a mobile phone or laptop, but no specialized equipment is required.

For your mobile phone

- Cisco Jabber app downloaded from Google Play or Apple App Store
- Headphones/headset (optional)*

For your laptop

- Cisco Jabber [download](#)
- Headphones/headset*
- Verify your laptop is connected to a data network (Wi-Fi or wired)
- Headset - ASU One Number does not include a headset. UTO recommends utilizing any headset that currently works with your cell phone, laptop or desktop computer. Please consult this [KB article](#) for additional headset recommendations.

How do I get started?

Please refer to the user guides linked below to initiate ASU One Number download on your mobile phone or laptop. Download and setup instructions are provided for:

- [iPhone](#)
- [Android](#)
- [Mac PC](#)
- [Windows PC](#)

The [ASU One Number Quick Reference Guide \(QRG\)](#) is also provided for reference.

Where can I find video instruction on the use and benefits of ASU One Number?

Our ASU One Number video training is available [here](#).

When will my desktop phone be removed?

The ASU Enterprise project team will reach out to the individual building leaders 2-3 weeks prior to their scheduled desktop phone removal to inform them of the schedule and to check for exceptions. Please look out for an email with the relevant subject line.

Currently, these are the Tempe buildings scheduled between Feb. to early April 2021 for physical phone removal:

SSV – 02/22/21 – 02/26/21

MU – 03/15/21 – 03/19/21

UCENT – 04/05/21 – 04/09/21

CSAC: 04/16/21

Can we request an exception to keep physical phones in common areas like lobby, reception, front desks, etc.?

Yes. At this time, you can flag some common area phones for exemptions. Please see the list of exemptions [here](#).

Where can I find answers to additional questions about the ASU One Number tool?

For additional information, please visit our ASU One Number [Frequently Asked Questions article](#).

Can I receive an ASU One Number if I've never had an ASU number?

Anyone can request an ASU One Number and receive an ASU phone number and ASU voicemail service. Please sign up using the [ASU Service Now Catalog item](#). For assistance please call 1-855-278-5080.

Common area phones eligible for exemption

Usage Type	Definition	Exempt from Pick Up
_No Longer In Use	This line is no longer needed and can be canceled, the phone if present can be removed.	No
_Private Desk Phone	This phone is tied to a single user.	No
Accessibility	This phone is needed for ADA reasons.	Yes
Administrator/Assistant	This phone is used by the Assistant to Administrators and has multiple lines or special functions required to complete work.	Yes
Classroom	This phone is located in a classroom.	Yes
Common Area	This phone is located and used in a common area.	Yes
Conference	This phone is located in a conference room.	Yes
Enclave	This phone is located in an Enclave.	Yes
Front Desk	This phone is located at the front desk.	Yes
Lab	This phone is located in a lab area.	Yes
Other	This phone is needed for other reasons, or the physical phone is no longer required but the line is still needed.	Will be reviewed for approval
Receptionist	This phone is located at a receptionist desk.	Yes
Shared Desk Phone	This phone is shared by multiple people in a space.	Yes
Unverified	This phone and line status is unknown, during pick up if it meets the exemption criteria it will remain in place, if it does not it will be removed.	Will be reviewed for approval
Vendor	This phone is used by vendors or 3rd party individuals who do not have an ASURITE ID.	Yes