



ATENEO DE MANILA UNIVERSITY
OFFICE OF THE VICE PRESIDENT FOR
DIGITAL INFORMATION AND TECHNOLOGY SERVICES

30 June 2025

MEMO TO	All University Staff and Faculty
FROM	Office of the VP for Digital Information and Technology Services and Central Facilities Management Office
SUBJECT	Official Launch of the Ateneo de Manila Cloud PABX System

Ateneo de Manila University continues to invest in digital innovations that improve our institutional efficiency, responsiveness, and connectivity. We are pleased to announce the **official launch of the University's cloud-based PABX system**, effective today, **June 30, 2025**.

This system replaces our legacy telephony infrastructure with a modern, cloud-hosted platform that offers improved voice quality, enhanced reliability, and greater flexibility for internal and external communications. It also enables smarter call handling, integrated voicemail features, better analytics, and seamless support for hybrid work and learning setups.

What's Next

Over the past two weeks, the cloud PABX system has undergone internal deployment and testing. We thank everyone who participated in the pilot phase and user training. With the full public launch, we will begin promoting the system widely through internal bulletins, campus communications, and online channels.

Login credentials for the PABX web and mobile apps were already issued to the initial batch of users last Monday, June 16. For users who have not yet set up their accounts, you may reach out to DITS to request the registration email. You may access the system via the web portal at <https://portal.telavi.com.ph>, or download the mobile app via

- [Telavi Mobile – Google Play \(Android\)](#)
- [Telavi Mobile – App Store \(iOS\)](#)

What to Expect

- **Incoming External Calls:** With the full public launch, kindly expect a higher influx of calls beginning today, June 30, 2025.
- **Directory Access:** The updated call directory will be available via the IP phones, mobile app, web portal, as well as the [PABX FAQ Site](#) and the [official Ateneo website](#).

Support and Assistance

For any questions or technical concerns:

- **Email:** itsupport@ateneo.edu
- **Phone:** +632 8426 6001 local 4241 (PABX Command Center) or 4242 (IT Service Desk)
- **FAQs:** [PABX FAQ Site](#)

We look forward to your continued support in making this transition a success. Thank you for helping us move toward a more connected and future-ready university.

<https://www.ateneo.edu/document/memorandum/2025/06/30/official-launch-ateneo-de-manila-cloud-pabx-system>