

December 1, 2006

Voice Mail System Replacement Coming Soon!

1. When are we moving to the new system? January 8, 2007. Employees may access the new system, record their name and greeting and set up their password, beginning December 1, to be completed by January 5. On January 8, 2300 will be associated with the new voice mail system, and the new system will start taking messages.
2. Do I have to record a new name and greeting, and set up a password? Yes. Passwords must be 6 digits long. Dial 2951; enter your extension number as your password, and go through the tutorial.
3. Do I need to change the forwarding on my phone? Will I call a number different than 2300 to listen to messages? No.
4. Are there new features? Yes, a few; for the most part, the replacement system performs the same functions as the current one. Key presses are different; the voice is different.
5. How do I access messages left before January 8, 2007 after January 8, 2007? 2951 will become the number of the old system. Keeping a mailbox on both systems may cause problems with message waiting lights. So, plan on dealing with remaining messages on the old system in early January. We will delete mailboxes on the old system when they no longer have messages in them.
6. Will instructions be provided? Yes.
7. What about auto attendants and other special uses? These are being rewritten on the new system. Most will be ready to go on the new system prior to January 5.
8. Why is the voice mail system being replaced? Because the current system is no longer manufacturer supported; without support, the system will not be reliable. The current system, about the size of a two drawer filing cabinet, has half the computer power and storage of a small IPOD. The new system is an AVST CallXpress; there are over 30,000 sites with this system. It is located in RIS.