

Office Memorandum

DATE: January 16, 2009 ITS 09-02

TO: Distribution VI

FROM: Peter Quan, Vice President/Chief Technology Officer
Information Technology Services

COPIES: T. Allison, K. Baaske, K. Button, D. Cardoza, M. Falvey, J. Henderson, G. Pardon,
A. Kawakami, K. Moo-Young, P. Romero, A. Ross, J.M. Rosser, B. Yorker

SUBJECT: **Voice Mail System Upgrade**

The campus voice mail system will be upgraded on Saturday, January 31, 2009. The upgraded voice mail system offers several new features and functionalities; however, you will find it to be virtually identical to the current system.

Attached is a Voice Mail Comparison Chart that shows the similarities between the two systems. While the command prompts in the new menu are identical to our current system, some descriptions are different. The similarities to the current system is expected to make this transition relatively straight forward.

Upgrade Plan

Since the upgrade will require the replacement of the old hardware, all users and departments will be required to personalize their new mail box using the instructions on the attached **Initial Log-in Procedures**. Personalizing your voice mail box involves creating a new password, and recording the user or department name and custom greeting. You can start personalizing your voice mail box now by calling the temporary access number 3-7900. You are urged to complete the personalization by Friday, January 30, 2009. If you are unable to do so prior to the upgrade, you can still do so afterwards by dialing the current extension 3-7800.

Please note the following dates:

- For those wanting to brush-up on voice mail features or receive assistance with their new voice mail box, training sessions will be offered in Library N B560 at the following times:
 - Tuesday, January 27, 2009** – 1:00 p.m., and 3:00 p.m.
 - Wednesday, January 28, 2009** – 11:00 a.m.
- **Friday, January 30, 2009** – Complete your personalization of the voice mail box by calling the temporary # 3-7900.
- **Saturday, January 31, 2009**
 - Voice mail will cut-over to the new system. All incoming voice messages will be directed to the new system.
 - During the cut-over, incoming calls will NOT be routed to voice mail, and callers will NOT be able to leave or retrieve voice messages during the upgrade from 7:00 a.m. to 9:00 a.m.
 - The upgrade will be completed at 12:00 p.m.
 - The current system will only be available through February 13, 2009, for retrieval of saved messages on the temporary extension 3-7900; no new voice mail messages will be delivered to the old system after January 30.
 - The standard greeting will be used for new voice mail boxes that have not been personalized by January 30.
- **February 13, 2009** – The old voice mail system will be disabled and not accessible.

What if I need help?

- Key personnel are available to provide support within each college and division. These individuals include your Information Technology Consultants and designated Administrative Assistants.
- Contact the ITS Help Desk at 3-6170, in person – Library PW Lobby, or email at helpdesk@calstatela.edu. The ITS Help Desk hours are Monday through Thursday from 8:00 a.m. to 8:00 p.m., Friday from 8:00 a.m. to 5:00 p.m., and Saturday from 9:00 a.m. to 1:00 p.m.
- Contact ITS Communication Services at 3-2663.
- Visit the ITS Communication Services at www.calstatela.edu/its/techsupport/communication