**Subject: New Unified Communications System coming to Tennessee State University**

We are pleased to announce a new Unified Communications System will soon go live at Tennessee State University. It will replace our old voicemail system and provide new features and functionality.

Please follow these simple steps to setup your voice mailbox on the new system. It is critical to complete this step before March 28th to avoid any missed voicemail.

1. From your desk phone, call x**6107**.

*If you are away from your desk call* **615-963-6107***, then dial # followed by your 4 digits extension.*

1. Enter **1025** when prompted for your security code. Do not dial pound (#) after the security code.
2. Follow the prompts to set a new security code, record your name, and record your greeting.
3. Your mailbox is initialized once your hear “Congratulations!”

If you have any questions or concerns, please contact the help desk at **x7777.**

**Frequently Asked Questions**

**When will the new UC system go live?**

Our scheduled go-live date is **March 28th, 2019 at 7pm.**

**How much time do I have to setup my new mailbox?**

You should setup your mailbox before **March 28th**. This will ensure callers hear your customized personal greeting, and your new voice mailbox is secured with a security code only you know.

**What will happen to my messages on the old system?**

Your messages will be accessible on the old system until **June 30, 2019** by dialing x**5366**

**What are the new features and functionality?**

Voicemail to your email, Call blocking, Call screening, Caller queuing, Automated Attendant allows the caller to transfer to the user by entering the user’s telephone extension number.

**Will I be able to listen to messages over the phone? Will I have to learn all new touch tone commands?**

The new system will emulate the telephone user interface of the existing voicemail system. You will be able to send and retrieve messages over the telephone just like you can with the current system. The touch tone commands used to manage voice messages and send new messages will remain the same. The touch tone commands to manage voice mailbox settings, such as setting your out of office greeting, will be different. You will receive a user guide showing touch tone commands when the new system goes live.

**What are the security code requirements?**

Your security code must be at least 4 digits long, cannot contain your extension, and cannot contain simple patterns.

**I hung up before I heard “Congratulations” and now I cannot sign on with the default security code. What should I do?**

You should sign on with the new security code you provided during your previous attempt. The new security code takes effect as soon as it is confirmed. You will be prompted to change your security code again, and complete the rest of the mailbox setup process.

**Why don’t callers hear my new greeting? I recorded a new greeting but callers still hear my old greeting.**

The new system is not in production yet. Callers will hear your existing greeting until the new system goes live on **March 28th at 7pm.**

**How do I sign on with my new security code? I completed mailbox setup but I cannot log on with my new security code when I press the voicemail button on my phone.**

The voicemail button on your phone takes you to the existing voicemail system. You should log in with your existing security code. After go-live on **March 28th at 7pm** the voicemail button will take you to the new voicemail system, and you will then be able to log in with your new security code.