



## **Voice Mail Conversion – SIMON to Aura (Olympia campus) Frequently Asked Questions for Users**

### **Why are we changing to a new system?**

The hardware used for the SIMON system has reached end of life, and the vendor does not want to continue to support it.

### **Will the new system still be called SIMON?**

No, the new system is called Aura Messaging and will be available to the Olympia/Lacey/Tumwater Campus PBX telephone system.

### **When will the change to the new system happen?**

Users will be changed over to Aura over several weeks in mid to late May and June.

### **How will the change to the new system happen?**

The changeover to Aura will happen in phases divided into number ranges. For example, all of the 407 prefixes will be changed to Aura on the same evening.

USERS WILL:

- Be able to set up their new voice mail box one week before the change to Aura takes effect.
- Have access to the SIMON system for five days after the change to allow them to clear any voice mail messages.
- Be required to set up a new voice mail box that will prompt them to record a greeting, change their password (PIN) and record their name.

### **Will users be able to keep saved messages from the SIMON system?**

Saved messages in SIMON won't automatically move to Aura. Each agency will decide whether it has the resources to convert saved messages in SIMON over to Aura. Regardless, the Telecommunications Coordinator only has a five-day window to convert saved messages after changing a user to the new system.

### **What will be different for me?**

- Aura prompts and user interface are essentially identical but the system voice is different.
- The system access numbers will change from 360-902-1111 and 360-725-6999 to 360-407-1111.
- External access to voice mail is available by dialing 1-800-49-State or the system access number.
- Mailboxes are referred to as Subscriber Number as opposed to Mailbox Number.
- Passwords are referred to as a PIN and must be eight (8) digits in length, cannot match the voice mail mailbox number, cannot be sequential numbers, and cannot contain the mailbox number.
- Mailbox numbers must be entered as 10 digits (area code plus phone number)

### **Who do I contact if I have a problem with my new voice mail box?**

Each agency should tailor this response to its help desk procedure.