



## Service Announcement

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May 8, 2012

**TO:** Telecommunications Coordinators

**FROM:** Dan Davis, Manager  
Telephone Services

**SUBJECT:** Voice mail conversion schedule for Olympia campus Avaya PBX users

The purpose of this announcement is to follow up on the March 30, 2012, CTS service announcement about [Voice Mail Service](#) and provide schedules and additional details for the conversion of the voice mail system that supports the Olympia campus Avaya PBX system.

Voice mail boxes will be converted by telephone prefix in accordance with the following schedule:

407 prefix - May 22  
664 prefix - June 7  
902 prefix - June 13  
570 prefix - June 13  
725 prefix - June 20

The 109 and 190 prefixes shown in the attachment are used for pseudo mail boxes (boxes not associated with phones). These will be converted at the same time as other boxes for each agency.

A by-prefix summary of the total number of mail boxes by agency is attached. Telecommunications coordinators will be provided a more detailed list of mail boxes by name, number and class of service at least 10 days prior to cutover.

CTS will provide telecommunications coordinators and other telecommunications staff members, if desired, with Aura voice mail boxes in advance of the cutover to familiarize themselves with the new system. CTS will also coordinate two WebEx sessions to demonstrate setup procedures and features, and answer any questions about the product and conversion process. A session will be taped in the event personnel cannot attend either one.

CTS will provide telecommunications coordinators with the default password needed for mail box setup. Setup procedures for Aura standard boxes are menu driven and should require less than a minute for most users to complete.

The CTS staff will provide a post-conversion help desk for several days following each cutover. The purpose of this help desk is to correct minor problems immediately and to refer any other issues to subject matter experts. The special help desk number is 664-5678.

**CTS contacts:**

CTS PBX system voice messaging: Renate Sherrer, 360-407-8742  
CTS Service Desk: 360-753-2454 or 888-241-7597 or [servicedesk@cts.wa.gov](mailto:servicedesk@cts.wa.gov)

**Attachments:**

[List of mail boxes by prefix, by agency](#)