

TO: All End Users
FROM: Shawn Gibbons, Telecom. Support Spec.
SUBJECT: Conversion of Voice Mail
ATTACH: Quickstart Guide

This is to notify you that your current voice mail will be converting to the UA system **on April 19th, 2007**. GTA is replacing the state's outdated voice mail systems with a Unified Messaging service that will make it easy for state employees to manage messages of all kinds. This conversion is for CURRENT voice mail users only; any new voice mail service will be requested after the conversion via your agency's current process.

Prior to that conversion date, it will be necessary for you to register yourself online in the new system. It is also highly recommended that you receive training on UM, see training info below.

Conversion date:

On your conversion date, your current voice mail system will be migrated to the new Unified Messaging system. *In order to continue receiving voice mail, you must register, see below.* You will receive reminder emails in your current mailbox and a conversion-confirmation message in your new UM voicemail box.

Registration:

You are responsible for registration *prior* to the conversion at www.gavoicemail.com. You may record your new greeting and set up your new voice mail box preferences at this time. *Remember that to continue receiving voice mail, you must register.*

Training:

Due to the high volume of end users, we encourage all users to take the online training offered at www.gavoicemail.com to become familiar with the new features. We realize there may be some end users who prefer classroom training and will schedule classroom training if necessary. If you feel you will require classroom training, please contact me right away.

Attached is a Quickstart Guide that covers the basics for registering and accessing the new Unified Messaging system (if you have trouble viewing, change your View on the menu bar in Word); it is 4 pages printed front and back. It may also be found at www.gavoicemail.com.

Support:

If you have any technical issues once you are converted to UM, please contact me at the number below.

Note:

The light and stutter dial tone are not typically used with UM systems and is not a part of the UM implementation. If you complete your registration, you will be alerted to phone messages via email and other phones that you designate.

Summary

To summarize, we ask you to:

- Register your account online now, no later than your conversion date (and write down your Voicemail Access Number, Telephone PIN, Web ID, Web Password)
- Receive Unified Messaging training either by using the online training or requesting classroom training

If you need any background information on UM, please go to georgia.gov for additional information:

http://gta.georgia.gov/00/channel_title/0,2094,1070969_68848257,00.html

Please don't hesitate to call or email any questions or concerns.

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