

Getting your phone ready for the weekend upgrade

On Friday, October 3, you will need to do the following to prepare for the Major Upgrade:

- Place a sticky note with your extension on your phone.

- Clear out all **new** voicemail messages by end of day Friday, October 3

- Clear out all non-essential **old** and **saved** messages by end of day Friday, Oct 3rd.

- Make a note, as backup, of any important voicemail that you retain in the event that some voicemail messages do not transfer successfully over during the upgrade. The more messages we clear out of voicemail the quicker the upgrade will go.

- If possible, plan not to work during the morning of October 4th.

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When you return to work after the Major Upgrade of our phone system, start your day by doing this:

Login your phone to the system

1. Press the Login button if not prompted to enter extension.
 2. Enter your extension and press the Next button.
 3. Enter security pin 2580 and then press the Done button.
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Create a new voicemail password

There are two ways to access voicemail, use the message button on your phone or use the short code *17 from any phone or remotely. To prevent anyone from accessing your voicemail you should create a voicemail password.

After the upgrade is completed everyone's default voicemail password will be the # sign.

The set up a new password follow these steps:

1. On your phone press *17
 2. Enter your extension then # [i.e. 4020#]
 3. Enter password (which now is #) then # [i.e. ##]
 4. The system will now prompt you to create a new password. Follow the prompts. Remember, this will now be your password for accessing voicemail from both the message button on your phone and remotely via *17.
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Re-activate your personal greeting

1. On your phone enter *17
2. Enter your extension and password
3. Press 3 then 3 again.
4. Assuming your personal greeting is number one (which is the default unless you have set up multiple greetings) press 1 to activate your personal greeting.

Note if you get lost in the menu's start over and at step 3 just press 3 once and follow the prompts.