

## City College AVST CallXpress Voicemail Migration

City College's voicemail migration is scheduled for **Friday, August 21<sup>st</sup> at 8:30 am** and is expected to take approximately 30 minutes. Once completed, all new voicemail will be forwarded to your new AVST CallXpress voicemail box.

Your new voicemail box has been created using your **same voicemail box number** (your extension) and you will use commands very similar to those you are currently using to access and manage your messages (see CallXpress Easy Reference Guide attached).

The first time you access your new voicemail box, you will be prompted to setup a security code and your personal greetings (see New Voicemail Setup Instructions below).

Because the old system does not have the capability to forward messages to the new CallXpress system, please review and delete your voicemails still on the old system. ***You will have access to the old system until September 30, 2009 (dial 619-388-6653 or x6653 for access).***

### Accessing New Voicemail after migration

- Press your Voicemail key on your District phone or dial **619-388-7802** or **858-536-7802** from another phone to access your new voicemail box.
- To access or setup a different voicemail box (like a departmental box), press your Voicemail key then \* # (star pound) and enter the extension.
- Remember, the first time you access your new voicemail; you will be prompted to setup your greetings and a new security code. See New Voicemail Setup Instructions below.

### Accessing Old Voicemail after migration

- To access your old voicemail, dial **619-388-6653** (or **x6653** from your District phone).
- Press the # key when answered
- Enter your voicemail box number
- Enter your old security key (your old voicemail security code)
- Review and Delete old voicemail

### Getting Help with Voicemail

- If you have a problem or question, please call the IT Help Desk at 619-388-7000.
- IT Campus staff and the Voicemail project team will also be available on-site for help after the migration.

## SETTING UP YOUR NEW VOICEMAIL BOX FOR CALLXPRESS.

1. Lift handset and obtain dial tone.
2. Press the Voicemail button. CallXpress will prompt you for a security code, which has been setup as "1111". You will need to use this code the first time you access and activate your new mailbox.

***Please note – You must complete the initial setup or you will be prompted to re-start the setup!***

3. You will first be prompted to setup a **new security code**. The code must be at least 4 digits long. Enter your new code and press # to save and continue.
4. Next you will be prompted to **record your name**. Press 2 to start recording and press 2 again when you have finished.
5. Press 5 to **save** your recorded name, press 6 to **review** your recording, or press 4 to **discard and re-record** your name.
6. Next you will be prompted to **record a personal greeting**. Press 2 to start recording and press 2 again when you have finished.

*Example: **Press 2 to start** "You have reached my voicemail. I am currently away from my desk or on the other line. Please leave a message and I will return your call as soon as possible." **Press 2 to stop.***

7. Press 5 to **save** your greeting, press 6 to **review** your recording, or press 4 to **discard and re-record** your greeting.
8. Congratulations! You have successfully set up your new CallXpress voicemail box.