VOICEMAIL CHANGE, OCT 2, 2018

On Oct. 2, UIT will roll out the new Cisco Unity voicemail system for faculty and staff at Stanford University, Stanford Health Care, and Stanford Children’s Health. This change aligns voicemail with other Cisco products used on campus and streamlines administration of these products.

How to prepare for the migration

Before Oct. 2:

- **Review your saved voicemail messages.** Voicemail messages that you have saved on the legacy system will not be moved to the new system. Review these messages and note any information that you need to record. You can also access these messages from Oct. 2 to Dec.15, 2018 by calling 650-725-6553 and following the voice prompts.
- **Review the new voicemail instructions.** Instructions on how to use the new system are available on the voicemail transition page.

On Oct. 2:

- **Dial in to the new system and change your PIN**, even if you do not log in to voicemail often. Use your 7-digit phone number as your temporary PIN and follow the prompts to change your PIN and review your messages. Call 5-7777 or 650-725-7777 (use your 10-digit phone number as your ID) to reach the new system.
- **Dial in to the old system** to check for any messages that might have been left for you while your mailbox was being moved on the evening of October 1. Call 650-725-6553 and follow the voice prompts to reach the old system.

How the migration impacts voice mailbox requests and service

From Sept. 24 to Oct. 1, voicemail team resources will be focused on the Cisco Unity voicemail system migration. As a result, all requests for new voice mailboxes placed between Sept. 24 and Oct. 1 will not become active until the evening of Oct 1.

UIT will start migrating to the new voicemail system on Oct. 1 at 5 p.m., and finish by 11 p.m. During the migration, the voicemail service may be disrupted.

Where to get more information

You can learn how to use the new voicemail system on the voicemail transition webpage, or find answers to specific questions on the voicemail FAQ webpage. If you need help, please submit a Help ticket to the voicemail team. For urgent voicemail issues, please call 650-725-HELP (4357).