



Telecommunications Bulletin

Customer Service Center (CSC)

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Reminder! Voicemail Conversion Date for Springfield

The Department of Central Management Services, Bureau of Communication and Computer Services will be completing the conversion of the existing Springfield voicemail service to the VoIP Enterprise system.

Springfield voice mail services will be converted on 8/9/13 after 5:00 p.m. It is pertinent that all users retrieve messages on the existing system on a daily basis and just prior to the conversion date as voicemail messages on the existing system will no longer be retrievable after conversion.

As announced in the 6/28/13 bulletin, all requests for changes to the existing system were put on hold as of 7/12/13 until CMS completed the conversion to the new VoIP Enterprise Voicemail System. For any requests that were processed after 7/12/13 that included voice mail services, CMS has tracked these voice mail changes and will schedule them for completion in conjunction with the conversion; therefore, agencies will not need to resubmit new requests for the voicemail services.

CMS provided spreadsheets that list the line numbers affected by this conversion. It is critical that these users be advised of this conversion and be provided with the instructions for the new Voice Mail Service.

The directions to set up new voicemail boxes and menu commands on the VoIP Enterprise Voicemail System are available on the BCCS website http://www2.illinois.gov/bccs/Documents/BCCSCatalog/VM_Instructions.pdf.

Below are some important tips you can use to better prepare your users:

- The access number (4-4400) for this voicemail service is not changing.
- No greetings or messages are being transferred from the old voice mail system to the new system.
- Users must go through enrollment to setup their mailbox and record a personalized greeting. The new system will accept voice mails even if the user has not setup their personal greeting yet.
- Default PIN code or password for new mailboxes is 643125. The user will be prompted to establish a new PIN code (password) during the initial voice mail box setup. *Note if a user gets locked out of the new voice mail system, please have them email CMS at cms.voicemailreset@illinois.gov to get their PIN code (password) reset.
- Mailbox number length is now 10 digits. (It was previously 7 digits.)

If you have any questions regarding this conversion, please contact Vernon Burchett at 217/785-9033. If there are any issues after conversion, please contact the Customer Service Center at 800/366-8768 or 217/524-4784 (in Springfield).