



# Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 14-13  
June 5, 2014

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## Verizon Wireless Voice Mail System Upgrade

CMS was recently advised that Verizon Wireless is upgrading voice mail systems. Upgrade of the St. Louis Metro system has already been completed. In order to continue to receive new messages, customers will need to set up a new Voice Mailbox once the conversion is complete. Voicemail system conversion dates are as follows:

Rockford, IL	6/28/14
Springfield, IL	6/21/14
St. Louis Metro	5/31/14

Affected devices will receive a text message a couple days prior to the conversion of their voice mail box. A second text message will be sent the day the conversion is complete.

**Lines that have text blocked will not receive these messages.**

The text messages will read as follows:

**1<sup>st</sup> SMS message:** FREE VZW Msg: Good news! Your Voice Mail will be upgraded on (date). Visit [www.vzw.com/voicemail](http://www.vzw.com/voicemail) (<http://www.vzw.com/voicemail>) 4 set-up details & how 2 save msgs prior 2 deletion.

**2<sup>nd</sup> SMS message:** FREE VZW Msg: Your voicemail was upgraded on (date) & a 5 min allowance will b added to ur account. Dial \*86 to set up ur new VM to continue receiving messages.

The first time the user dials into their voice mail after the conversion, he/she will hear a tutorial advising how to set up the new voice mail box.

### How to Set Up Your New Basic Voice Mail Service

- **Step 1:** Dial \*86 (\*VM) and press send from the Verizon phone. Press # to interrupt the greeting.
- **Step 2:** Follow the set-up tutorial to create a password and greetings.

### How to Set Up Your Visual Voice Mail Service

- **Step 1:** Dial \*86 (\*VM) and press send from the Verizon phone. Press # to interrupt the greeting.
- **Step 2:** Follow the set-up tutorial to create a password and greetings.
- **Step 3:** Once the mailbox is set up, launch the Visual Voice Mail application on the device. A message will appear asking for a PIN number. Enter your new PIN to reactivate Visual Voice Mail service.

Users with basic voice mail service will lose all saved voice mail messages. However, those with visual voice mail service will not lose saved messages as these will be automatically moved to their new visual voice mail box.

Customers can access saved messages in their old Voice Mailbox for **60 days** after the upgrade by dialing the correct number below.

Market	Mailbox Access Number
Rockford, IL	815-218-2988
Springfield, IL	217-622-1000
St. Louis Metro Area	314-920-4564

When prompted, the user should press # and then enter the 10-digit mobile number. Press # to interrupt the greeting and enter the old password. After the upgrade is complete, customers cannot save, reply to or forward messages. After 60 days, all messages will be deleted.

After conversion, when someone calls a mobile number and the user has not set the new voice mail box, callers will hear an intercept message telling them that the voice mail box has not been set up. The caller will not be able to leave a message.

CMS will provide a list to the Telecom Coordinator for each agency that has lines affected by this upgrade.

See the following page for information regarding permanently saving any saved voice mail messages.

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To permanently save Basic Voice Mail messages, users should make every effort to record the messages to their own device. (Play the message from your VM into a digital voice recorder, voice-recorder cell phone application, etc.) It can be costly to have messages stored by a third-party vendor.

As an alternative, users may contact CBW Productions at [www.cbwproductions.com](http://www.cbwproductions.com) or by calling 800.770.8046. This third-party vendor can save the messages in an MP3, CD or cassette format. There is a charge for this service. Be sure to contact CBW Productions at least a week prior to the end of the 60-day period to allow adequate time for processing. Prior to calling you will need to have your access number, mailbox number, and correct password for your voice mail. Each user/agency will be responsible for working directly with the third-party vendor CBW Productions to secure any saved voice mail messages and pay any incurred charges.

If you have any questions, you can contact the CMS CSC Help Desk at 1-800-366-8768  
Option 4 for Telecommunications repairs and support issues  
Sub-Option 2 for Wireless