

Voice Initiative – Voice Mail Changes FAQ

Q: How do I get started?

Download the [Voice Mail Quick Initialization guide](#), it contains the necessary steps for you to switch your current phone to the new system.

Q: What is changing?

A: The voice mail system that currently serves UC Davis is reaching the end of its service life and is being replaced by a new, more robust voice mail system. The new UC Davis Voice Mail system is a cloud-based, hosted service that has advanced web-based capabilities, including the ability to retrieve messages via phone, email, or website.

Q: Why are we changing voice mail at UC Davis? Do people still use voice mail?

A: Voice communications are still very important to UC Davis faculty and staff, and voice mail remains an important element. In addition, the new voice mail program will integrate well with the upcoming upgrade of UC Davis voice systems to an Internet-based VoIP (Voice over IP) infrastructure.

Q: What is the timeframe for transitioning to the new voice mail system?

A: Single line users can begin transitioning to the new voice mail system starting now and ending on May 15, 2015, when the old voice mail system will be decommissioned. All affected handsets will receive an automated notification during the transition period.

Q: Does this affect automated attendants as well?

A: Yes, the new voice mail system will replace existing automated attendants. Please contact Communications Resources at (530)-752-4603 or cr-service@ucdavis.edu for assistance with migrating automated attendants.

Q: How do I make the transition to the new voice mail system?

A: If you have an existing voice mail box on the current system (not an automated attendant), you can switch yourself over to the new system right now. Just visit myphone.ucdavis.edu and follow the instructions there. You must initialize your new mailbox and reprogram your phone in order to use the new service.

Q: Can I use my old outgoing message on the new voice mail system?

A: No, previous recordings cannot be retained in the new system. You will have to re-record your outgoing messages for the new system. Instructions on creating new messages are available at myphone.ucdavis.edu.

Q: How do I access the new UC Davis voice mail system?

A: To access the voice mail system, you can dial 754-0054 (or 530-754-0054 from outside the 530 area code). More instructions are available at myphone.ucdavis.edu.

Q: Will my out dial notification services continue to function in the new system?

A: Out dial notification services should work in the UC Davis voice mail system. If you experience difficulties receiving out dial notifications, please contact Communications Resources at (530)-752-4603 or cr-service@ucdavis.edu for assistance.

Q: How do I check my voice mails on my computer?

A: Voice mails can be checked through the computer via voicemail.ucdavis.edu. After you have successfully initialized your new mailbox, and reprogrammed your phone, you can access your online mailbox by entering your 10-digit phone number as ACCOUNT and the new pin you created during initialization into the PIN.

Q: Where can I get support for my telephone service?

A: Contact [IT-Express](#) for technical support. They can also be reached at ithelp@ucdavis.edu or 530-754-HELP (4357) Monday through Friday, 7am-6pm. For administrative support, you may contact your [Authorized Telecommunications Representative](#) or Communications Resources at (530)-752-4603, or cr-service@ucdavis.edu.