On December 29th, 2014 OIT is upgrading our phone system to the most current version of Cisco’s Call Manager and Unity Connection Voice Mail. Below is a list of Frequently Asked Questions.

**What can I expect to be different?**

Your telephone handset will work just the same as it always has, the hardware behind the scenes is all that has changed. It has been upgraded to provide a more reliable and fault tolerant phone system and an equally reliable user experience.

**Will my phone number change?**

No, your phone number and telephone handset will work just the same as it always has.

**What about my personal greeting, will I need to record it again?**

No, your personal greeting has been preserved, migrated to the new system for you, and remains unchanged.

**Will my voicemail PIN number change?**

No, your PIN number will also remain unchanged.

**Where are my old saved voicemails?**

Since the voicemail system was upgraded as well, your voicemail inbox has been preserved in the old voicemail system where it will be accessible for as long as you need. To access the older voicemail…

1. Call (585) 385-8181 and press \* during the auto attendant message.
2. Enter your extension number followed by the #.
3. Enter your password followed by the #.

**Who do I contact if I have a problem?**

The OIT helpdesk can be reached by dialing extension 8016 or 585-385-8016 or by emailing helpdesk@sjfc.edu.

**In case of an emergency do I still dial 911?**

Yes, all campus phones are equipped to dial 911 and will connect you to the 911 emergency call center. In addition you can also dial 8111 to be connected to Campus Safety and Security.

For assistance, contact the OIT helpdesk:

Web: http://oit.sjfc.edu Email: helpdesk@sjfc.edu Phone: (585) 385-8016