The current voicemail system, known to most of you as “AUDIX” is a very old system. It has very limited functionality and is beginning to show its age. HSC IT has evaluated several new systems and has chosen AVAYA’s Modular Messaging as a suitable replacement.

Over the next two weeks several things will be taking place.

- The new system will be available from December 4th through December 7th for “Early bird” setup only. All voice messages will still be on the old system during this time. We hope to enroll as many subscribers as possible to make the transition to the new system effective. Subscribers must setup their mailbox in the new system in order to retrieve messages.

  It is critically important that each voicemail user setup voicemail service during this “early bird” opportunity as this will minimize the rush we expect on Monday morning when we go live with the new system.

- On December 10th, the new system will begin storing all new voicemail messages.
  - Users may go back to the old system (Audix) to retrieve messages between December 10th and December 20th only (see attached)

- New functionality will be added to voicemail that allows you to receive and listen to voice mail through a webpage or your e-mail.

Beginning on Monday, December 10th at 8:00 AM, there will be three (3) methods for retrieving voicemail:

1. **Telephone** - Listen to your voicemail on your telephone (standard method)
2. [voicemail.ouhsc.edu/webmsg website](http://voicemail.ouhsc.edu/webmsg) - Listen to your voicemail on your computer by downloading it from a webpage
3. **eVoice** - Listen to your voicemail on your computer as an attachment to your e-mail

We are here to make the required setup as painless as possible and to help you register for the new eVoice functionality.

We truly appreciate the time you are taking with us today.

http://phone.ouhsc.edu
http://it.ouhsc.edu/forms/evoice.asp
http://voicemail.ouhsc.edu/webmsg
https://www.service-now.com/ouhsc/kb_view.do?sysparm_article=KB10341