



Consolidated Technology Services • WA

Service Announcement

April 24, 2012

TO: Telecommunications Coordinators
FROM: Dan Davis, Manager
Telephone Services
SUBJECT: Voice mail change for PBX users

This information follows up on the March 30, 2012, CTS service announcement about [Voice Mail Service](#).

Current SIMON voice messaging users on the Olympia campus PBX system will start transitioning to the Avaya Aura voice messaging system in mid May. The cutovers will be done by phone number prefix (407, 664, 725, etc.). This schedule is being developed now and will be emailed to Telecommunications Coordinators in early May.

Consolidated Technology Services (CTS) has prepared separate frequently asked questions about the Avaya Aura system for Telecommunications Coordinators and end users. Please review and, where appropriate, customize the user frequently asked questions for your customers before distributing further.

CTS is also working with Avaya in order to provide users with a video and vendor-developed training materials to help employees familiarize themselves with Aura.

If you haven't already done so, please work with your agency management to ensure your employees are aware of the upcoming transition. Overall, SIMON and Aura function very similarly. However, users will need to establish new passwords (PIN) and will not be able to bring saved messages from SIMON into Aura. Please see the frequently asked questions documents for more details.

CTS will soon have frequently asked questions for SIMON users served by the Centrex voice messaging system who are moving to Integra voice mail.

CTS contact:

CTS PBX system voice messaging: Renate Sherrer, 360-407-8742
CTS Service desk: 360-753-2454 or 888-241-7597 or servicedesk@cts.wa.gov

Attachments:

[FAQs for Telecommunications Coordinators](#)
[FAQs for Aura end users](#)