OAKLAND UNIVERSITY™

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OU unveils improved voice mail system

*By **Jeff Samoray**, OU Web Writer*

In a continuing effort to build a stable, secure and reliable technological infrastructure, Oakland University will introduce a new and improved campus voice mail system. Faculty, staff and students living on campus will have access to the new system beginning at 8 a.m. Wednesday, April 30.

All current voice mail users will be affected, except for users at the Golf and Learning Center, John Dodge House, Meadow Brook Hall and Sunset Terrace.

"The current system we have is very old and not expandable," said Assistant Director of Operations for Information Technology Chia-Poh Tai. "There is simply no capability for expansion hardware-wise. It's also very costly to maintain."

The new voice mail system, called PhoneMail, will make available new features, address current limitations and provide capacity for future growth. The new features included with PhoneMail are:

- faster connection when accessing voice mail;
- three personal greetings – one for when the user is on the phone, one for when the user is away from the phone and a third if the user wishes to forward calls to a different number;
- a properly functioning message-waiting light for users in the Education and Human Services Building, University Student Apartments and George T. Matthews Apartments.

"Besides the advantages of quicker access and properly functioning message-waiting lights, the new system is expandable and less expensive to maintain," Tai said. "It's also very similar to the current system in the way it is used."

The access number, ext. 4244, will continue to be used, though the security code for each individual user will change on April 30. Individuals also will lose their voice greeting and any new or saved messages on that date. University Technology Services (UTS) will send instructions on how to change the security code prior to the switch. The PhoneMail system will be functional with your existing telephone.

To assist individuals in using the PhoneMail system, UTS will offer the following resources:

- up-to-date information on deployment status, features and documentation on the **Information Technology** Web site;
- training classes in April for interested faculty and staff.

Priority seating for the training classes will be given to department head secretaries and University Housing staff. Users can register for a class by visiting the **Information Technology** Web site and clicking on "Training." Classes will last less than an hour and provide step-by-step instruction and product documentation. Additional training also will be offered in August or by request.

To learn more about the new system, visit the **Information on PhoneMail** Web page and the **Information Technology** Web site. Questions about the PhoneMail system can be directed to the Telecommunications Office at (248) 370-4590.

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