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To: AITRs, TCCs,
Sent by: PM or CAMS
CC: Agency Deployment Managers
Service Delivery Director
Agency Operations Managers
Senior Manager, SMO
District Managers, District Managers to Service Delivery
personnel
Any others as deemed necessary by project management
Subject line: OptiMail Voice Messaging System Transition Notification and User
Instructions
Attachments: VITA NUMS Pocket Reference Guide
Send by: Send to recipients by (Insert Date)

Good morning/afternoon,

As announced previously, Verizon is currently decommissioning the OptiMail voicemail service. To ensure continued voicemail services for all agencies, VITA is transitioning to a new voicemail platform – Verizon’s National Unified Messaging Service (NUMS).

On (May 17), Verizon will switch all voicemail users at (Agency Name) to NUMS. Users must set up their new voicemail boxes in order to use the new system. The first time they access their new mailboxes, they will be asked to follow a series of prompts. A pocket reference guide with instructions and dialing options is attached to help with the transition.

Users will need to retrieve all messages stored in the old mailbox within 11 days (messages will be deleted on (May 28) by dialing (insert number)).

Please use your organization’s communications channels to share this information and reference guide with employees. Also, you will find below a sample notification that can be sent to your agency employees the day prior to the transition to explain the steps they need to take to set up their new voicemail boxes.

NUMS is a user-friendly, network-based service offering, which enables end-users to access their voicemail box anywhere in the U.S. with a toll-free number. NUMS will provide all of the same features as the OptiMail service, as well as the following additional benefits:

- An increase in message storage length from 15 days to 30 days.
- An increase in message storage capacity.
- Find me/follow me function, which transfers the caller to another telephone number (the subscriber can set up to three) without any greeting. If call is

unanswered, the caller will be allowed to leave a message. This new feature allows users to provide a single phone number that will reach them at up to four different numbers.

- Provides an opportunity for Agencies to audit mailbox utilization to determine the appropriate number of mailboxes that are needed.

If you have further questions regarding OptiMail or NUMS, please email questions@vita.virginia.gov.

Thank you,

(PM or CAM)

***** SAMPLE AGENCY EMPLOYEE NOTIFICATION *****
SEND TO AGENCY EMPLOYEES DAY PRIOR TO SWITCH OVER
ATTACH REFERENCE GUIDE

Dear Fellow Employee –

VITA and Northrop Grumman through the IT Infrastructure Partnership are changing our agency over to a new voicemail system called NUMS (National Unified Messaging Service) starting tomorrow, (insert date). The transition will take place overnight, and when you arrive in the morning, you will need to dial into your new voicemail to set up your new PIN and greeting.

Your phone number will remain the same, but you will have a new voicemail access number and a temporary PIN for your new mailbox. Please use the attached reference guide and the information below to **dial into your new mailbox** and set up your profile. The system will prompt you on how to do this.

- New voicemail access number: 1-877-584-9321
- Temporary PIN: Last four digits of your phone number

To get messages from your old voicemail system in the next 11 days, you can dial (insert access number) and enter your 10-digit phone number and old password. After (insert date), access to this mailbox will no longer be available.

Please call the VITA Service Desk at 1-866-637-8482 for help with technical difficulties.