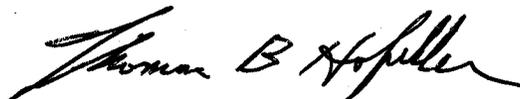


**For:** FSA National Office Employees and Contractors

**New Voice Mail System for FSA National Office Employees and Contractors**

**Approved by:** Associate Administrator for Operations and Management



**1 Overview**

**A Background**

FSA National Office employees and contractors will soon begin moving from their current voice mail system to a new voice mail system provided by Verizon Communications, Inc. Verizon already provides voice mail services to thousands of Federal Government customers in the Washington, DC area. The new voice mail service:

- is password protected (6 digits)
- uses industry-standard menus for saving, deleting, and forwarding messages.

The move will occur over several weeks and will be scheduled by individual groups. Employees and contractors will receive advanced notice when their group will be scheduled to move from the old voice mail system to the new Verizon voice mail system.

**B Purpose**

This notice provides FSA National Office employees and contractors information about the following:

- responsibilities of employees and contractors
- new Verizon voice mailbox setup
- Verizon voice mail support.

**C Contact**

Direct any questions about this notice to Lori Beutel, ITSD, Budget and Acquisitions Office, by either of the following:

- e-mail to [lori.beutel@wdc.usda.gov](mailto:lori.beutel@wdc.usda.gov)
- telephone at 202-720-4709.

<b>Disposal Date</b>	<b>Distribution</b>
September 1, 2008	All FSA National Office employees and contractors

## Notice IRM-408

### 2 Moving to the New Verizon Voice Mail System

#### A Information About Moving to the New Verizon Voice Mail System

The move from FSA's current voice mail system to the new Verizon voice mail system will:

- be performed on weekday evenings
- require only initial user setup and speed dial modification by employees and contractors the morning after the move.

User setup involves creating a password and recording a greeting. The new system will **not** accept voice mail messages until employees and contractors have performed their user setup. If a caller dials a user's telephone number after the move to the new voice mail system and the user has **not** completed the user setup, the caller will **not** have the ability to leave a voice mail message. Therefore, it is very important to complete the user setup once the employee or contractor has been moved to the new Verizon voice mail system.

**Note:** Before the move to the new voice mail system, employees and contractors will receive an e-mail informing them of the upcoming move and instructions for completing the user setup.

Once setup has been completed, new voice mail messages will be stored on the new Verizon voice mail system. Old voice mail messages in a user's old voice mailbox will **not** be transferred to their new Verizon voice mailbox. For a limited time after the move to the new voice mail system, employees and contractors may access their old voice mailbox and messages by dialing the old voice mail access number 202-401-2162.

#### B New Verizon Voice Mailbox Setup

When employees and contractors receive an e-mail that their new Verizon voice mailbox has been created, follow these steps.

Step	Action
1	Select a 6-digit number that will be the individual's private security code.
2	To activate and begin using the new Verizon voice mailbox, employees and contractors must first setup their security code (password), name response, and greeting. To begin setup, individuals should call the following Verizon voice mail user access number that corresponds to the geographic location of their office: <ul style="list-style-type: none"><li>• for Washington, DC, 202-767-5656 or toll-free 800-551-3879</li><li>• for Maryland, 301-394-3337 or toll-free 800-422-3879</li><li>• for Virginia, 703-696-8383 or toll-free 800-833-3879.</li></ul>
3	Listen to the welcome greeting and tutorial.

## Notice IRM-408

### 2 Moving to the New Verizon Voice Mail System (Continued)

#### B New Verizon Voice Mailbox Setup (Continued)

Step	Action
4	Follow the system prompts to enter the temporary password “734466#”.
5	Follow the system prompts to input the user’s new 6-digit security code (password) that was selected in step 1.
6	Follow the system prompts to record the user’s first and last name.
7	Select option 2 to record the user’s greeting of up to a maximum of 45 seconds.
8	For instructions on setup of nonbasic voice mail service, contact OCIO, Information Technology Services (ITS) Service Desk at 202-690-1000 for assistance.

#### C Verizon Voice Mail Support

Employees and contractors should be aware of the following about Verizon voice mail support.

- The new Verizon voice mail is supported through the ITS Service Desk. Employees and contractors may open a Service Desk ticket through 1 of the following:
  - telephone at 202-690-1000
  - e-mail at **RA.DCWashing3.ITS\_SupportCenter-ITS**
  - Merlin Self Service at <https://merlin.sc.egov.usda.gov/helpdesk/>.
- Verizon may take up to 3 workdays to respond to requests for voice mailbox support. Keep this in mind when planning changes or requesting support.
- When resetting security codes (passwords), if the password to a voice mailbox is **not** known, a ticket must be opened with the ITS call center. The call center forwards the reset request to Verizon. Verizon may take up to 3 workdays to reset a password. Verizon resets the password by deleting the existing voice mailbox and creating a new mailbox with the same telephone number. This new, “reset” mailbox must be set up all over again, just like any new mailbox. All messages are lost and Verizon charges FSA a \$9 reset fee. To avoid losing voice mail, having service interrupted, and incurring the \$9 fee, passwords should **not** be forgotten.
- It is possible to access the user’s mailbox without using the regular access number. If the Verizon voice mail access number is unknown or not remembered, dial the desk telephone number. When the voice mail audio menu begins, PRESS “\*”, PRESS “#”, and enter the 10-digit desk telephone number and password when prompted. The voice mailbox should be accessible.