FAQs: New Voicemail System – AVST

When will the new voicemail system go live?
By the end of 2018, the new voicemail system – by Applied Voice and Speech Technologies, Inc. (AVST) – will replace our legacy voicemail systems (Communité/MIC and Office 365 Voicemail). University of Miami Information Technology (UMIT) will be rolling out the changes in a phased-approach across all three UM campuses:

Phase 1 – November 27, 2018: Coral Gables / RSMAS Campuses (5- and 8- extensions)
Phase 2 – December 11, 2018: Medical Campus (2-, 4-, 6-, and 7- extensions)

When should I set up my new voice mailbox?
Coral Gables and RSMAS campuses employees (those with the 5- or 8- UM phone extension) and Medical campus employees (those with the 2-, 4-, 6-, or 7- UM phone extension) should set up their new security code, record their name, and record their greeting at any time.

What happens if I do not set up my voicemail greeting by the go-live date?
A generic greeting will be used on the voicemail account until you complete the AVST set up.

Will voicemails be missed if I don’t set up my voicemail greeting on the new system?
You will not miss out on any voicemails, they will be stored in your UM phone’s mailbox even if it has not been set up yet.

Why are we migrating to a new voicemail system?
We currently have two separate voicemail systems, Communité/MIC (which is no longer supported by the vendor) and Office 365 Voicemail (which is losing support for integration capabilities this year).

What are the benefits of the new AVST voicemail system?
Being on a vendor-supported voicemail platform improves overall security – Communité/MIC runs on legacy Windows 2003 servers and is no longer receiving security patches. Additionally, consolidating to one voicemail system will allow for better and more efficient support.

How long will it take to set up my voice mailbox on the new AVST system?
The process takes about five minutes. Simply follow the prompts to set up your security code, record your name, and your voicemail greeting. Once you hear "Congratulations," your voice mailbox set up is complete!

I hung up before I heard “Congratulations” and now I cannot sign on with the default security code. What should I do?
Call the new system again and sign on with the new security code you provided during your previous attempt. The new security code takes effect as soon as it is confirmed. You will be prompted to change your security code again, and then you will complete the remainder of the set up process.
When will callers hear the new voicemail greeting?
Callers will continue to hear the existing greetings until the new AVST system goes live: Nov. 27 for Coral Gables and RSMAS campuses, and Dec. 11 for Medical campus and off-site medical locations.

Why don’t callers hear my new greeting? I recorded a new greeting but callers still hear my old greeting.
The new AVST voicemail system is not in production yet. Callers will continue to hear your existing greeting until the new system goes live.

What are the security code requirements?
Your security code must be at least four digits long. You should avoid using simple patterns, your extension, and/or an easily guessed number such as a birthday.

How do I sign on with my new security code? I completed the mailbox set up but I cannot log on with my new security code when I press the voicemail button.
The voicemail button on your phone takes you to the existing voicemail system. You should log in with your existing security code. After go-live, the voicemail button will take you to the new voicemail system and you will then be able to log in with your new security code.

What will happen to my messages on the old systems?
Once your voicemail has been transitioned to AVST, your messages will be accessible on the legacy systems (Communité/MIC or Office 365 Voicemail) for 30-days.

How can I manage my voicemail system features?
After the transition, you can access the new voicemail settings and features at: voicemails.miami.edu. (Note: if you are unable to log in at voicemails.miami.edu, please contact the UMIT Service Desk for assistance: (305) 284-6565.)

What changes can I expect?
The new system will use a new telephone user interface for accessing messages and voice mailbox features over the telephone. You will be able to send and retrieve messages over the telephone just like you can with the current systems, but the touch-tone commands will be different. Click here to see a quick reference brochure for the new AVST system.

How do I use “express messaging?”
Express messaging lets you to leave a voicemail directly on a UM campus phone (without allowing the phone to ring beforehand). To use this option, dial 8-2808 and then dial the extension you’d like to leave a message for, and press #.

How do I skip greeting to leave a message?
To skip greeting, press 9 to leave a message.

Who do I contact is I need technical support?
For support, please contact the UMIT Service Desk at: (305) 284-6565 or help@miami.edu.