Phone Inventory Email Template

CISCO VOIP PHONE SERVICE UPGRADE

To: Building/Department Employees

CC: Jill Stickler

From: IT Professionals

Subject: Phase One Building Inventory Begins for Texas A&M Campus Phone Upgrade to Cisco VoIP

Technology Services is upgrading all campus phone systems into a single system – Cisco Voice over Internet Protocol (VoIP). Currently, multiple unsupported phones are used across campus. Transitioning all phones to Cisco VoIP will improve call quality, reduce outage risk, provide greater efficiency of call delivery and reduce overhead costs.

The upgrade to Cisco VoIP Phones began with Phase One buildings. As an employee located in one of these buildings, you will soon begin seeing Technology Services employees conducting an inventory of phones and phone lines in your building.

If your phone says Cisco, you already have an upgraded phone and this upgrade will not affect you. If your phone is not a Cisco phone and identified for the upgrade, your phone information will be recorded as part of this inventory process.

What should you do to prepare for this upgrade?

- If you currently use voicemail, ensure you are signed up for **email delivery** of new voicemails to prevent any loss of voicemails during the upgrade. To sign up for email delivery of voicemails, email tcom-request@tamu.edu with your active phone number and email address where voicemails should be sent.
- If you were not signed up for email delivery of voicemails, please capture any needed information from your current voicemails since you will be unable to access your old voicemails from your new phone.
- When it's your turn to receive an upgraded phone, a Technology Services employee will be onsite to install your new phone. This process should take approximately 15 minutes.

Additional information about the Cisco VoIP phone upgrade project, including FAQs, is available on the project website.

Thank you for your cooperation and support during this upgrade process.

Technology Services