

Attachments:

1. MCEIAST TSD Avaya Messaging Basic User Guide.pdf
2. MCEIAST G6 TSD Telephone Service Request.pdf

WHO: All Camp Lejeune Telephone Voicemail System users

WHAT: Voicemail system upgrade.

WHEN: 29 September 2022 @ 0900 Local

WHERE: All of Camp Lejeune/New River

WHY: System refresh/upgrade.

HOW: Please follow the below instructions (and attached tri-fold instruction pamphlet):

-To access the new voicemail system, please dial the following number:

--From on base: 4405101

--From off base: 9104405101, #, your desk phone number.

--*INITIAL ACCESS PASSCODE: 135790

-On initial access, the user will be prompted for the temporary passcode (135790). The user will be prompted to set up a new 6 digit (minimum) passcode, record their main greeting, and record the user/billet/position name. The whole process takes a minimum of 2 minutes. Further instructions are provided in the attached info pamphlet.

-Voicemails cannot be transferred to the new system, but will remain available to end users for 30 days after cutover. Voicemails will continue to record in the Legacy system until cutover (0900 on 29 September).

-To access voicemails in the Legacy system, please dial the following number:

--From on base: 4405103

--From off base: 9104405103, #, your desk phone number.

**Access to the Legacy voicemail system will remain available for 30 days after cutover (Decommission on 30 October 2022). **

-CIVR/Voice Menu/Call Trees will remain operational, and function without interruption.

For any issues regarding voicemail or call tree/voice menus, please contact MCEIAST G6 Telecommunications Support Division Help Desk at 910-451-1114, option 1.

*New service or changes to existing service will require a Telephone Service Request (TSR) submitted to MCB_CAMLEJ_TSR <mcb_camlej_tsr@usmc.mil>.

Further information and forms can be found/downloaded at the TSD website:

<https://www.lejeune.marines.mil/Offices-Staff/Telephone/>