Information For Clients
Ported From The Nortel to the Avaya System
PSU Phone System

Now that you've had some time to become familiar with your new Avaya soft phone (or physical phone), we're ready to start routing external incoming calls to your new Avaya phone starting or around (date here) instead of your old Nortel phone. Learn about the details of this process and how to handle calls until the entire University is ported over.

Managing External Calls:

External callers should begin to ring in on your new phone beginning on our about the date listed in the email your received.

These incoming external calls will no longer ring on your old phone.

Your Old Nortel Phone Can Still Be Used (for the time being):

Your old phone will still work for internal calls and for placing (but not receiving) external calls. You will probably continue to receive internal calls on your old phone for a while longer as we complete the phased switchover from the old to the new system. Once the entire University is ported over, your old Nortel phone will no longer operate and ITS will begin gathering these phones.

How To Reach Your PSU Colleagues:

The best way to guarantee you reach a colleague when calling internally (extension to extension) is to call using your old Nortel phone for now. Everyone still has their old phones. Only some people have the new ones so far. If you know a colleague has their new phone, then it's perfectly okay to call them using your new phone.

Setting Up Your Voicemail on Your New Avaya Phone:

Now that external calls are going to ring on your new Avaya phone, you will want to make sure you have your new Avaya voice mail set up. At a minimum, you will want to record your name, your greeting, and set your voice mail password. Unanswered calls will go to your voice mail whether or not you've set up the items above. If you haven't recorded a greeting, callers will receive the generic "the person you have called is not available, please leave a message" greeting. Both the software phone and the digital physical phones have message waiting lights (or icons) to indicate there's a new message in your voice mail.

Educational Materials:

We have some educational materials to help you learn about the new voice mail (and about your phone in general). A wide range of topics is covered in our phone system FAQ and on our PSU Phone System web page.

Software phone users can access this "Listening to Voice Mail" help video.

Check out written instructions on setting up and using your new voice mail.

You can watch this video showing how to log in and change your password.

Once you reach the page above, select "Launch Tutorials" under Avaya Workplace Client. Then scroll down to the self-administration section and watch the "listening to voice mail" video.

Please note, not all features displayed in these videos is available on our system.

Call On Us!

As always, reach out to the Gorilla Geeks for assistance:
Call 620.235.4600
Visit 109 Whitesitt Hall
Chat LIVE with us
Visit us online