System upgrades of the campus telecommunications network are scheduled for May 31, 2014

IT Status

System upgrades of the campus telecommunications network are scheduled for May 31, 2014.

**May 31, 4:30 a.m. - 5 a.m. - Telephone service unavailable:** System upgrades will affect Avaya IP, digital and analog phones, fax machines, credit card readers, Rolm phones, and non-UC analog phone lines. *Telephone service will be unavailable for about half an hour beginning at 4:30 a.m. Saturday, May 31, 2014.*

**May 31, 12 p.m. (noon) - 5 p.m. - Voicemail service unavailable:** Avaya Voicemail service will be unavailable between 12 p.m. (noon) and 5 p.m., Saturday, May 31, 2014. Voicemail received or saved prior to the start of this work, or during the maintenance window, may be accessed after 5 p.m.

Computers with access to the network (whether connected via an Avaya phone or otherwise) will retain access throughout the upgrade.

Note: Residence hall phones may be used to call 911 during the upgrade.

Remaining system upgrades will continue Saturday, May 31, and if necessary, into Sunday, June 1. These remaining upgrades should not impact service to customers. Following the upgrades, service issues may be referred to the Virginia Tech Operations Center at 540-231-6780.

Questions about the upgrade may be referred to Jeff Kidd, with Network Infrastructure and Services Public Relations, via email: kiddj@vt.edu [1] or by phone: 540-231-3932.

Service Info

Service Info [Resolved]

Created: Thu, 05/29/2014 - 9:28am Resolved: Tue, 06/03/2014 - 8:24am Duration: 4 days 22 hours 55 min 2846 Views

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Links:

[1] mailto:kiddj@vt.edu