

October 20, 2023

Hello DSHA Staff,

We wanted to use this Friday communication to provide an update regarding your phone line changes.

As you may already know, all DSHA phone lines will move to the DTI Enterprise Voice *Session Initiation Protocol (SIP)* platform. Several DSHA locations (i.e., Liberty Court, Wilmington, etc.) have already changed. A directory of the affected phone lines (to date) is attached. **Calls cannot be forwarded to these sites. You must dial the new number in full.**

The remaining locations will be converted in the next several weeks. Unfortunately, we cannot provide specific dates and times for the phone line moves. DTI is notified by Verizon the day before the DTI Enterprise Voice SIP platform switch takes place. We understand this is a last-minute notification and apologize for the short notice and any inconvenience this causes.

**WHAT TO EXPECT MOVING FORWARD:** We want to make sure you are aware of some changes that will occur afterward. Once the DTI Enterprise Voice (phones) move is complete, you may experience some temporary disruptions in phone service. The transition does require a change from 4-digit to 7-digit dialing internally when contacting the locations that have been switched.

Once the phone line is moved to the State network SIP environment, one must recreate a voicemail.

Instructions to set up voicemail are below. Additionally, voicemail must be retrieved from the phone device (instructions below) until centralization is completed and the O365 Outlook email is used. At that time, voicemail can be set up to be retrieved via an audio file in an email.

When DTI staff comes to your location to transition the phone, DTI IT staff will try to set up the new monitors for each employee. These two – 24" monitors will initially be connected to your current DSHA devices.

As we move closer to centralization, we will distribute the new laptops.

Rest assured that we are doing everything possible to ensure a customer-focused transition. If you have any questions or concerns, please don't hesitate to reach out or submit questions to the feedback box: <https://www.surveymonkey.com/r/DSHAITSurvey>.

Thank you for your understanding and your cooperation during this time.

**SETTING UP YOUR NEW VOICEMAIL AFTER THE CONVERSION.** If you don't record a greeting, the system will set it to its default voice and message of "Sorry, Last Name, First Name is unavailable."

From an outside line:

1. Dial 302-739-9706,
2. At the welcome greeting, press \*
3. Enter your 7-digit directory number, followed by #.
4. proceed to step 4 below.

At your desk phone:

1. Press the message button, or dial 1001,
2. Press \* to interrupt the system,
3. Enter your 7-digit directory number, followed by #,
4. Enter the temporary PIN: 123456, followed by #,
5. Record your name and personal greeting.

Next, select a new privacy PIN. Remember that the new PIN must be at least six digits long.

When setting it, you will be prompted to enter it twice.

Finally, don't forget to change your directory listing status. And that's it! You're all set up and ready to start receiving messages.

*HAVE A GREAT WEEKEND ON PURPOSE!*

Thank you,  
LDR

*Lynn D. Raikes*