

Things to know about the new phone system:

- You will receive a welcome email from the new phone system with your new voicemail PIN
- Your current voicemail in the old system will not be accessible after 8/7/2018. IT will be keeping the old phone systems active in case anything needs to be retrieved after the migration.
- The old Lync phone system emailed your voicemail to your inbox. The new phone system can do the same but it does not delete voicemail from the phone system when you delete it from your email inbox.
- Your phone will work exactly the same as before on receiving calls and placing calls
- Police and Dispatch will have new extensions which will be published in the directory
- Calls between all city departments can now be dialed using 4 digit extensions
- City employees can customize their extension and voicemail features by logging into <https://cityphones.cottonwoodaz.gov>
- PD and Dispatch employees can customize their extension and voicemail features by logging into <https://pdphones.cottonwoodaz.gov>

Questions, comments, concerns? Contact the Information Technology Department via email at helpdesk@cottonwoodaz.gov or call Danny Kim (928-340-2704) and Steve Hensyel (928-340-2707)