

At the start of the maintenance window (5 PM) the system server will be shut down first and upgraded, causing all call servers to enter maintenance mode. In maintenance mode, the call server will still answer incoming calls, but the behavior will depend on the type of call.

**Automated attendant menus:** There is no change. Callers will hear menu prompts and be able to navigate menu trees with touch tone commands.

**Leaving messages:** Callers will hear the personal greeting and be able to leave a message, but they will also get a prompt notifying them the system is in maintenance and message delivery may be delayed.

**Retrieving messages:** Subscribers can call the system and enter their security code. Once they log on they will be notified the system is undergoing maintenance, messages are not available, and they should try again later.

As Smart IP ( Vendor ) upgrade each individual call server it will reconnect to the system server, recognize it's now at the same version, post any messages it has accepted and leave maintenance mode.