Unified Messaging for Part-Time Faculty

- Description of Unified Messaging
  - Technology Services is pleased to announce that a great new communications tool is coming to you. This tool will replace the current Audix voicemail system and will also deliver significant new functionality to help you be more flexible in the way you do your job. This new technology is called Unified Messaging. Unified messaging lets you access communication services in the way that best meets your needs. Here’s how it works:

  When a call comes in that you don’t answer, it will be saved as a message in your Outlook mailbox. You then have the ability to listen to that voicemail either through a phone or by selecting the audio file attachment within your email. Think about that for a second…that means you don’t have to go to your phone or call into the voicemail system to know you have a voicemail. Your email becomes a ‘one stop shop.’ We think that this will be especially great for faculty who often give their cell phone number to students as a method of contact. But wait – there’s more!

  You’re also able to reverse the operations. This means that you can call into your voicemail system and do any of the functions that you would normally do through Outlook over the phone. Unified messaging will walk you through voice prompts and assist you by:

  • Reading your emails and allowing you to send a voice response
  • Accessing your contacts and allowing you to contact people directly
  • Reviewing your calendar and allowing you to make or cancel appointments

- Requesting the Service
  - Contact the HelpDesk (x6666) to request the service
  - There will be two waves of implementations for new users so the installation process can be better managed by the technology services implementation team
    - Wave #1 - requested by 8/31
    - Wave #2 - requested by 9/30
  - Note: If you are receiving a physical phone you will be receiving Unified Messaging as part of that rollout

- Implementation
  - Those users that have requested the service will then receive an email after implementation is complete with their User Name/Password
  - Sample Email:

    Welcome to Exchange Unified Messaging
    Microsoft Exchange
    Sent: Wednesday, August 18, 2010 8:00 AM
    To:  End-User

    Welcome to Exchange Unified Messaging

    To use your telephone to access your e-mail, calendar and contacts, call your access number and enter your PIN at the prompt.

    | Your extension: | 1234 |
    |-----------------|------|
    | Your PIN:       | 123456 |

    Sent by Microsoft Exchange Server 2007
Training Materials/Training Schedules

- Quick Reference Guide:
- On-Demand Training Videos
  - https://mportal1.swcportal.org/
  - Reference: "Telephone Training"
- CETL Training Schedule
  Phone and UM Training Sessions are held in Truax 220A. Please refer to the CETL website for schedule and registration of regular sessions: http://cetl.matcmadison.edu/registration.

To register for a session:
- Sign in using your One Card number and password
- Select ‘Register from a Course or Session’
- Select ‘Technology Training’ as the Course Type
- Select ‘Phone and Voicemail Training’ from the available courses.
- Select ‘Submit’ on the lower left side of the screen (you may have to scroll.)
- Print the confirmation for your records; you will not be able to return to it.

If you need help getting registered, please contact Kevin Crow at (608) 246-6361.

Drop-in sessions can be used for specific questions about advanced functionality, and are not meant as a substitute for phone training. These are held on Wednesdays from 11:00am-12:00pm, and Thursdays from 2:00pm-3:00pm.

Mark Treiber
Project Manager

Please call Help Desk (x6666) to setup service.