Using Your New Unified Messaging Account

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Presented by:
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Technology Support Services
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Unified Messaging

• **The Combined Inbox** allow access to your voice mail through email, or to have your email read to you over the phone

• **The Voice Mail Preview** includes text previews of voice messages available via email when listening to a message is not an immediate option

• **Outlook Voice Access** allows you to manage calendar and email using either the voice or touchtone command

• Messages can now be saved as long as any other email in your Inbox, not just for five days like the previous voice mail system
Voice vs. Voice Mail
Call Routing Options

• Pre-UM:
  – Personal Agent (VoIP SIP only)
  – Caller Menu
  – NUIT Programming

• Within UM:
  – Custom Caller Menu
  – Email-like forwarding rules
Mailbox Options for UM

- Standard UM Mailbox
  - Attached to a NetID
  - Allows user to read, listen to, and send voice mail messages within their email client
  - Provides access to email, calendar, and voice mail when logging in via phone
  - Ability to assign multiple phone numbers to one NetID
- Voice Mail Only
  - Not attached to a NetID
  - Only handles voice mail messages
  - Cannot attach multiple phone lines to one mailbox
• Access voice mail via telephone
  – Dial 8-8888 from on-campus or 312-908-8888 from off-campus
  – Input your Personal Identification Number (PIN)
    • Prompted to enter phone number if not dialing from own extension

• Unified Messaging enables you to listen to voice mail, email, calendar appointments, and look up contacts
  – Accessible from both desk phones and mobile devices
Voice Mail in Outlook Web App (OWA)

- Play your voice mail from anywhere
  - https://collaborate.northwestern.edu

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Voice Mail from Donald R Kenyon (41 seconds)

Microsoft Outlook on behalf of Donald...  

To: Terry A Jolley

Attachments: 8474676994 (41 seconds) Yo~1.mp3 (81 KB)

Categories: CIC Supervisors; My Contacts

Voice Mail Preview:

Hey Terry this is Donald Kenyon and I just got the email from our nana's send out a 10:17.

Sounds like everybody's having phone service finishes going offline for half an hour -- in a few minutes I was wondering if we could change the call routing so that the -- phone -- the phones go directly to seven room or that that period it's service manages offline that's gonna -- be interfere with all we have really heavy call Valium right now so well for us anyway.

Alright my call amaz no thanks.
Time for a live demo!
Transition Tips

- Speech to text translation accuracy
- Don’t delete the Welcome to UM message before setting up your new PIN!
- Can I have multiple phone numbers associated with one UM account?
  - Yes, please submit a IT Service Request with all the phone numbers that would need to be put on the same voicemail box.
• Northwestern Collaboration Services
  – www.it.northwestern.edu/collaborate/
• Unified Messaging Overview
  – www.it.northwestern.edu/collaborate/um/
Additional Questions?

Contact the NUIT Support Center at 847-491-HELP(4357) or email consultant@northwestern.edu

Visit the project site at www.it.northwestern.edu/strategic-plan/collaboration/