University of Minnesota
Voicemail system
March 2006
Session Agenda:

- Introductions
- Review of the new voicemail
  - Demo of the telephone interface
  - Demo of the web interface
- Review the cutover process
- Preset mailboxes
- Cutover
- Transition Plans
- Help
- Web info
- Questions
New Voicemail (Gopher Messaging), is a new unified messaging system which will replace the current voicemail system on the Twin Cities campus in March 2006.

The new system will bring cutting-edge unified messaging and voicemail access through a web interface.

Why change? The old system is dated and no longer vendor supported. It was installed in 1999.

Voicemail-Gopher Messaging, sounds the same and has the same feature codes.
Networking and Telecommunications Services (NTS) will cutover all of the existing voicemail accounts on the Twin Cities campus on March 26, 2006.

Prior to the cutover
- NTS has sent email notices to all campus
- Added news to Twin Cities Campus publications
- Is sending voicemail notices to all existing voicemail boxes
NTS will conduct information sessions

CMU, Presidents Room

Tuesday, February 21, 12:30-2 pm
Thursday, February 23, 10:30-12
Tuesday, February 28, 1:30-3 pm

St. Paul Green Hall Room 110

Wednesday, March 1, 1-2:30 pm
University Technology Training Center

- Face-to-face voicemail training (March 6)
- Online voicemail training (March 20)
- Online narrated presentation (April 10)
The Gopher Messaging Team;

- Approximately 20,000 active voicemail boxes on campus
- Tested Gopher Messaging with NTS and the OIT staff
- One month for personalizing your new mailbox prior to the cutover
Features of the new voicemail (Gopher Messaging):

- Voice mailbox will work the same as present
- Same number of voicemail messages
- Special greeting options
- Same custom distribution lists of 10
- Receive fax in your voice mailbox
- Help menu press “0”
- Set up your personal assistant (0 escape)
Differences:

Delete is now 7

Deleted messages are not saved after leaving the system

- Delete  Press 7  (old press 3)
- Save   Press 9  (old press 2)
How we are preparing the cutover

First we ask all campus to prepare their mailboxes in the new voicemail (Gopher messaging) system.

We will send a voice mail notice to specific range of users to begin initializing their mailboxes.
Dial the temporary number 4-0023 and follow set up instructions
First time set up tutorial will guide you through the recording and password set up
Set up your new password
Your 5 digit number is your mailbox number and temporary password
You will be asked to set a name announcement and a personal greeting
You will have till March 26th cutover to become familiar and personalize your new mailbox
The old system will remain in service for 3 months
A voicemail message will be in your new mailbox to guide you to set up your web access pages after you have initialized via the telephone interface.

You will have instructions on the web page to follow for the web interface set up.
Cutover on March 26

- A campus–wide voicemail on both systems will be sent one week prior to March 26 to alert everyone about the cutover date
- On March 26 we will cutover all voice mail traffic to the new system
- A temporary number for the old system will be available after the cutover
What will happen after the cutover

- Access to Voice Mail will be *5
- Access number will be 626-0000
Additional users
ACDs (Automated Call Distribution)

- ACDs that have night answer mailboxes will need to pre setup at this time
What will not change

- The Automated Attendant answering systems will not change at this time. All will be redesigned and rerecorded individually by special appointments.
- Fairview Hospital telephone numbers and voicemail 273-xxxx, 672-xxxx
New Web Interface

- Please access and initialize your web interface and change your password after setting up your mailbox via the telephone interface
- Can access all your voicemail messages on a web page
- Can use web interface to change personal options
New Web Interface

- Your web access will require a separate password

- Your temporary login password is your 5 digit telephone number +! (12345!)

- We recommend not using your telephone number as your password for security purposes

- Help feature available on the web

- Your web access will have a different user name 12345@um.umn.edu
Web

Warning!
Before using any of the Web features, please call 4-0023 and follow the prompts to set up a new password, greeting, and name announcement for your voicemail account.

Username: 5-digit telephone number 12345@um.umn.edu
Initial password: 5 digit number, plus exclamation point
Example 12345!

- Can listen to messages here
- Can save old messages in folder
- Can set up personal options
  - Record greetings and messages here
Networking and Telecommunications, March 2006
- NTS web pages for news and information
  - www.umn.edu/nts
- Report Problems to Technical Assistance at 1-HELP (301-4357)

- More information can be found at http://www.umn.edu/nts/go4msg/

- e-mail for questions to go4msg@umn.edu
Signup for the OIT Techbrief

http://umtechbrief.umn.edu/

Thank You