



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;
- Donna Edelen, Pam Burke, Alyssa Peterson, Josh Welsh, Shahnaz Coyer, Melissa Martyr-Wagner, Les Boomgaarden, Sean Garey, Louis Hammond, NTS web team, and the Technical Assistance Center.

- 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



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UMN Gopher Messaging Webmail Application

Please Login to Enter

User name:	<input type="text"/>
Password:	<input type="password"/>

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Done



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



Have you intialized through the telephone?e???e??

Reiz Reiz

Welcome
Compose
Local Mailbox
Folders
Place a Call
Contacts
Options
Help
Logout

Welcome Reiz Reiz (Reiz Reiz)	
New Messages : Local Mailbox	Account Information
New Voice : 0	Voice Mail Usage: 0 %
New Fax : 0	
New Email : 0	

Settings updated successfully

Release: 3.1.5.1

- 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