

Unity Voicemail Migration and User Guide



What's new?

- A web portal has been added to allow greeting changes via the web. Voicemail PINs must also be changed here, rather than in Outlook.
- Missed call notifications will no longer be delivered to your email inbox, but will still appear on your desk phone.
- PIN resets will be completed via a web portal at <https://voicemail.kctcs.edu/ciscopca>. This web portal will also give you a view of your voicemail and other voicemail options from a web interface.
- Replying to a voicemail via the "Reply" function in Outlook will fail. If you would like to reply to a voicemail using email, either create a new email to the intended recipient, or forward the email containing the voicemail that you are replying to.
- Transferring callers directly to voicemail is now a supported feature.

What actions will I need to take?

Pre-Migration

- Take note of any saved voicemails in your existing voicemail. Voicemails that are saved in your email will not be affected. However, they will no longer exist on your telephone after migration.

Post-Migration

- Record a new greeting
 - After your new voice mailbox has been enabled, your greeting will be a default, computer generated greeting. You should record a custom greeting that callers will hear when leaving voicemails.
- Set a new PIN
 - The default PIN will be set to 113355. Upon logging into your voice mailbox for the first time, you will be prompted to change your PIN. This PIN is different than the PIN that is used for Lync. It is required to be at least 4 digits.

Unity Voicemail How-To

Accessing voicemail

From your desk phone:

- Press the **Messages** button on your phone
- Enter your PIN when prompted

From another phone within KCTCS

- Press the **Messages** button on the phone
- When voicemail answers, press *
- Enter your extension when prompted
- Enter your PIN when prompted

From an external phone:

- Dial your KCTCS phone number
- When voicemail answers, press *
- Enter your extension when prompted
- Enter your PIN when prompted

From the Internet:

- Navigate to <https://voicemail.kctcs.edu/ciscopca>
- Log in using your KCTCS username and password
- Click **Web Inbox**

Changing your PIN

From your desk phone:

- Press the **Messages** button on the phone
- Enter your PIN when prompted
- Press **4** for **Setup Options**
- Press **3** for **Preferences**
- Press **1** for **PIN**

From an external phone:

- Dial your KCTCS phone number
- When voicemail answers, press *
- Enter your PIN when prompted
- Press **4** for **Setup Options**
- Press **3** for **Preferences**
- Press **1** for **PIN**

From the web portal:

- Navigate to <https://voicemail.kctcs.edu/ciscopca>
- Log in using your KCTCS username and password
- Click **Messaging Assistant**
- Click **Passwords**, then **Change PIN**
- Enter your new PIN, then confirm the PIN and click **Save**

Forward a voicemail

From a phone:

NOTE: Using a phone, you may only forward voicemails to KCTCS extensions.

- Log into your voicemail
- After listening to the message that you would like to forward, press **5** for **Forward**
- Enter the extension of the person that you would like to forward the message to
- Record an Introduction to the voicemail, then press **#**
- Enter the extension to forward to, then press **#**
- Press **#** to confirm the recipient
- Press **#** to forward

From email:

- Select the voicemail to be forwarded
- Select the **Forward** option from your mail client
- Enter recipients, then send

Reply to a voicemail

From a phone:

NOTE: Using a phone, you may only reply voicemails received from KCTCS extensions.

- Log into your voicemail
- After listening to the message to which you would like to reply, press **4** for **Reply**
- Record the reply message, then press **#**
- Press **#** to send the reply

From email:

- Replying to a voicemail from within your email client is not directly supported; you should either use the **Forward** option, or create a new email to the recipient.

Leave a voicemail without ringing the extension

From an internal KCTCS phone:

- Preface the extension you'd like to call with ***** (ex. *12345)
- The call will be immediately answered by the voicemail greeting of the extension you are calling

Transfer a caller directly to another voice mailbox

From an internal KCTCS phone:

- While on the phone with the caller, press the **Transfer** button
- Press ***** then the extension of the voicemail that you'd like to transfer to (ex. *12345)
- While the voicemail greeting is playing, press **Transfer** again to complete the transfer

What happens to deleted voicemails?

If deleted from a phone or from your email Inbox:

- The voicemail will be moved into a Deleted Items area in your voicemail box. Items will remain in this area, and are able to be restored using the phone, for 15 days. After that time, the message will be permanently deleted.
- It will also be moved from your email Inbox to your email Deleted Items. Items will remain in your email Deleted Items until manually removed.

If moved from your email Inbox into a sub-folder of the Inbox:

- The voicemail will remain as a saved item in your voicemail box.

If moved from your email Inbox into a personal folder:

- The voicemail will be moved into a Deleted Items area in your voicemail box.

Change your greeting

From a phone:

- Log into your voicemail
- Press **4** for **Setup Options**
- Press **1** for **Greeting**
- Press **3** for **Edit Greetings**
- Select the greeting you'd like to record (Standard, Holiday, Alternate, etc)
- Press **1** to record the new greeting
- Record the greeting, then press **#**
- If this is an alternate greeting, press **3** to turn it on
- Press ***** to exit

From the Internet:

NOTE: Recording your greeting from the Internet requires that your computer be equipped with a microphone.

- Navigate to <https://voicemail.kctcs.edu/ciscopca>
- Log in using your KCTCS username and password
- Click **Messaging Assistant**
- Click **Greetings**, then **View Greetings**
- Click the greeting that you'd like to record
- Ensure the Playback and Record options are set to **Use Computer** as shown below

My personal recording



- Select the red **Record** button
- Record your greeting, then select **Save**

Enable an alternate greeting

From a phone:

- Log into your voicemail
- Press **4** for **Setup Options**
- Press **1** for **Greeting**
- Press **2** to turn on the alternate greeting
- Press **#** to leave the alternate greeting on indefinitely or press **1** to set an end date
- If choosing to set an end date, follow the prompts to set the end date.

From the Internet:

- Navigate to <https://voicemail.kctcs.edu/ciscopca>
- Log in using your KCTCS username and password
- Click **Messaging Assistant**
- Click **Greetings**, then **View Greetings**
- Select the **Enabled** checkbox beside the greeting you'd like to enable

Set an end date and time for an alternate greeting

From a phone:

- Log into your voicemail
- Press **4** for **Setup Options**
- Press **1** for **Greeting**
- Press **2** for **Turn on an alternate greeting**
- Press **1** for **Set and end date and time**
- Follow the prompts for configuring the end date and time for the alternate greeting

From the Internet:

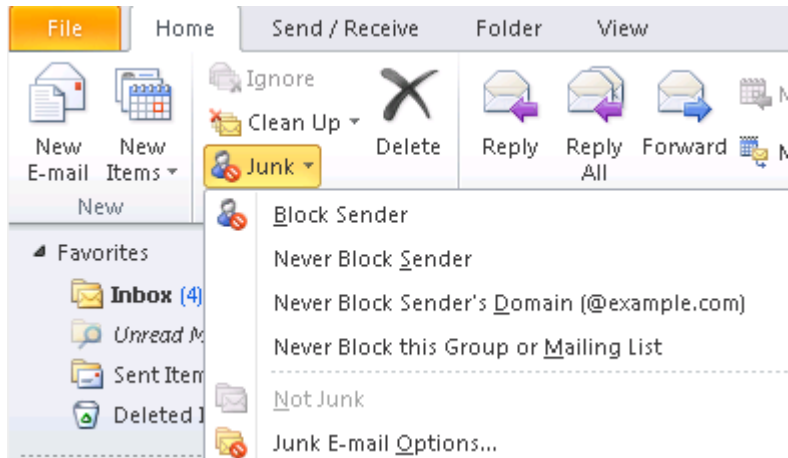
- Navigate to <https://voicemail.kctcs.edu/ciscopca>
- Log in using your KCTCS username and password
- Click **Messaging Assistant**
- Click **Greetings**, then **View Greetings**
- Select the **Enabled** checkbox beside the greeting you'd like to enable, if not already enabled
- Click the greeting name that you would like to set the end date for
- Under **Status**, select **Enabled until:**, then set the date and time you would like the greeting to end
- Click **Save**

Vocemails are routing to Outlook Junk Mail

NOTE: Vocemails will arrive from a "@voicemail.kctcs.edu" email address. The email server does not filter these emails, only Outlook. By default the Outlook Junk Mail Filter is set to "Low". It is recommended that the filter be turned off to prevent voicemail from routing to Junk Mail. Email will still be scanned for spam at the server level. The alternative it to add voicemail.kctcs.edu to the accepted domain list in Outlook. Use one of the resolutions below to resolve the issue.

Resolution 1: Turn automatic filtering in Outlook off.

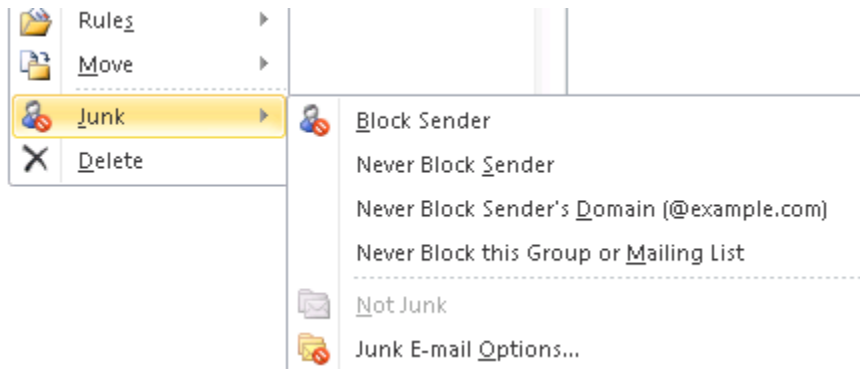
- o From the Outlook Ribbon, select **Junk**, then **Junk E-mail Options...**



- o On the Options tab, change the level of protection to **No Automatic Filtering**
- o Click **OK**

Resolution 2: Add voicemail.kctcs.edu to the accepted domain list in Outlook

- o Right click a voicemail that has been sent to Junk Mail and select **Never Block Sender's Domain (@example.com)**



Unity Voicemail Shortcuts

The following shortcuts may come in handy when accessing voicemail from a telephone.

Main Menu

| | |
|---|----------------------|
| 1 | Play new messages |
| 2 | Send a message |
| 3 | Review old messages |
| 4 | Change setup options |
| 5 | Find messages |

During a voicemail

| | |
|----|--------------------------|
| 1 | Repeat message |
| 2 | Save |
| 3 | Delete |
| 4 | Slow playback |
| 5 | Change volume |
| 6 | Fast playback |
| 7 | Rewind |
| 8 | Pause/Resume |
| 9 | Fast-forward |
| ## | Skip message, save as is |

After a voicemail

| | |
|----|-------------------------|
| 1 | Repeat message |
| 2 | Save |
| 3 | Delete |
| 4 | Reply |
| 5 | Forward message |
| 6 | Save as new |
| 7 | Rewind |
| 9 | Play message properties |
| ## | Save as is |

Send a voicemail menu

| | |
|---|-------------------------|
| 1 | Mark urgent |
| 2 | Request return receipt |
| 3 | Mark private |
| 4 | Request future delivery |
| 5 | Review recording |
| 6 | Rerecord |
| 7 | Add to recording |