

## Department Mailboxes – Unified Messaging

Case has a new voice mail system called **Communité** that provides Unified Messaging. This means that voicemail messages are saved with your Case email messages. You can listen to your messages by calling in to the system through your telephone, or by listening to them through your computer. For more information, go to: <http://www.case.edu/its/unifiedmessaging/>.

### **Department Mailboxes**

Department mailboxes are different than personal or shared mailboxes. Personal mailboxes have one telephone number assigned to one person's email account; shared mailboxes provide individual mailboxes when multiple users share the same telephone number.

Department mailboxes are intended for telephone numbers where multiple people need to hear all of the messages. One option is only telephone access to the mailbox, with no one receiving an email copy of the message. The other option provides both telephone access and email access (using a mailing list) so that everyone in the group has the option of hearing the message on the phone or listening to it on their computer.

### **To set up your Department mailbox**

I have created your department mailbox – now you need to set it up. At a minimum, you need to change the passcode and record the department name. A robot voice will speak the department name until you record over it.

To set up the mailbox, dial 754-3800 from the telephone number you are setting up. You will hear a "Welcome to Communité" message, and you will be asked to enter your passcode. The default passcode is 12345 followed by the # key. You will then be led through a brief New User Tutorial which will walk you through three steps: 1) change your passcode (to a minimum of 5 digits), 2) record your department name (the tutorial calls this a "prompt"), and 3) record a Department greeting.

You have a choice as to which parts of the greeting play for your callers. There are three parts to the greeting: 1) your department name, 2) your department greeting, and 3) a standard greeting that says "please leave a message after the tone". At a minimum, please record your department name. If you don't record a department greeting, then just the department name and the standard greeting will play. If you don't want your department name to play because you will say it in the greeting, then please record the department name and then turn it off by following the instructions on the next page (un-check the Mailbox Greeting box). The standard greeting will always play – that cannot be turned off.

### **Change the forwarding on the phone**

Once you have set up the mailbox, call me at 368-1088 and I will change the forwarding on the phone so that users will be transferred to the NEW mailbox. Once the forwarding is changed, to access the new mailbox, you simply press the Messages key on the department phone. See the User Guide on Page 3 of this document. You should print this out and place near the phone.

### Customize settings

You can change what is played back to you when you log in to hear your messages, and what your callers hear when they call you, by going to the Communité web page at <https://um.case.edu/Communité/> and entering your 216368xxxx telephone number and the passcode: Cwru10900 (make sure you capitalize the C).

Go to **Options** and then click on the pull down menu and choose **Telephone Interface**.

## Telephone Interface Options

### Configure your Telephone Interface experience

#### Play Message Counts:

##### > Voicemail

Count my new & saved messages

Count my total new messages

None

##### > Email

Count my new & saved messages

Count my total new messages

None

#### Message Sort Order:

Play **newest** messages first

Play **oldest** messages first

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Prioritize **urgent** messages to playback first

**Mailbox Greeting:** If you don't want your name played when callers reach your voicemail, un-check the 2<sup>nd</sup> box

Play my mailbox name and status when I login to Voicemail

Play my mailbox name and status when callers reach my Voicemail

**Set Playback Mode:** **Verbose** plays the time and date before you hear the message; **Brief** just plays the message.

Verbose

Brief

Save

## Case Unified Messaging User Guide

### To Access your Unified Messaging Mailbox

- From your Cisco IP Phone – Press the Messages button, then enter your five-digit passcode and the # key.From off campus or from someone else’s campus phone – Call your own number and when you hear your greeting begin to play, press the star (\*) key, then enter your five-digit passcode and the pound (#) key.From your computer – Double click (or right click and open in a new window) on the .wav file attachment. Your audio player should pop up and play the message. Audio players that play .wav files include Windows Media Player, Quicktime, RealPlayer, iTunes, Mplayer, and others.From your analog VoIP phone – Dial star zero (\*0), then enter your passcode and #.

### To Manage your Voice Messages

- To Listen to New Messages – Press 1, 1
- To Listen to Saved Messages – Press 1, 2
- Options during Message Playback:
  - Save the current message 1
  - Forward the message 2
  - Skip to the next message 3
  - Replay current message 4
  - Rewind 6 seconds 5
  - Fast forward 6 seconds 6
  - Delete this message 7
  - Decrease the volume 8
  - Increase the volume 9
- Options after Message Playback same as above except:
  - Reply to current message 5
  - Play date and time of message 8

### To Manage your Personal Options/Prompts

- Record voicemail greeting 5, 4, 1
- Listen to voicemail greeting 5, 4, 2
- Record your name 5, 4, 5
- Listen to your name 5, 4, 6
- Toggle greeting on or off 5, 4, 9

### To Change your Passcode

- Must be minimum of 5 digits 5, 5, 3

### To Change your Telephone Options: <https://um.case.edu/Communitel/>

### To Transfer a Call directly to a UM mailbox:

- Press the Transfer soft key
- Dial star, star (\* \*) and the seven-digit Case telephone number
- Press the Transfer soft key again

### To Go Right to the Beep to Leave a Message:

- Press pound, pound (# #) while listening to a greeting

### To Set User Status (Optional)

- To hear options 5, 1