

New Voice Mail with Unified Messaging

Case has a new voice mail system called **Communité** that provides Unified Messaging. This means that your voice 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 by opening the .wav file attached to an email message. More information about Unified Messaging can be found at <http://www.case.edu/its/unifiedmessaging/>.

To set up your new Communité mailbox

If the forwarding has not yet been changed on your phone, dial 754-3800. If the forwarding has already been changed, press the **Messages** key on your IP phone **or** dial *0 (star zero) from an analog IP phone. If you are calling from off campus, when asked to enter your mailbox number, dial your seven-digit telephone number. 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 name (the tutorial calls this a "prompt"), and 3) record a personal 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 name, 2) your personal greeting, and 3) a standard greeting that says "please leave a message after the tone". At a minimum, please record your name. If you don't record a personal greeting, then just the name and the standard greeting will play. If you don't want your name to play because you want to say your name in the personal greeting, then please record your 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.

The New User Tutorial only plays the FIRST time you call from your phone. If you need to change your passcode or record your name or greeting after the first call, **please refer to the User Guide at the end of this document, which includes all of the voicemail options.**

To listen to messages from a telephone

- From your desk at Case - Press the Messages key or dial *0 from an analog IP phone
- From another Case phone or from outside the University - Dial your Case seven-digit telephone number and when you start to hear your message, press the * key
- Enter your new 5-digit passcode followed by the # key
- Press 1, 1 to listen to new voicemail messages; Press 1, 2 to listen to saved voicemail messages. If you want to listen to your email messages, press 3.

To listen to messages from your computer

- Access your Case email through email client or Case WebMail (<http://mail.case.edu>)
- Messages are stored in both your Inbox and in a new IMAP UM-Messages folder
- Open .wav file attachment by clicking on the attachment

Note: All voice mail messages are sent to two places, a new IMAP UM-Messages folder and to your email Inbox. The IMAP folder is tied to your telephone, so if you delete a message on your phone, it will only be deleted in the UM-Messages folder. There will still be a copy in your Inbox. When you delete or move a message from your Inbox, you will still be able to listen to the message from your telephone (unless you have already deleted it on the phone). To keep the Message Waiting Light on your phone accurate as to the status of new messages, you will need to delete messages on your phone. New messages will be deleted from the IMAP folder after 21 days. Once you have listened to a message or part of a message, it will be "saved" and is not considered a "new" message. **IF YOUR MAILBOX IS OVER QUOTA, CALLERS WILL NOT BE ABLE TO LEAVE A VOICEMAIL MESSAGE.** **Note:** Your old mailbox will be turned off in two weeks. To listen to your old messages (on Direct Talk) you will need to dial 368-1222.

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 Communite web page at <https://um.case.edu/Communité/> and entering your Case user ID and Case password.

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

Prioritize **urgent** messages to playback first

Mailbox Greeting: If you don't want your name played when callers reach your voicemail, un-check the 2nd 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 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 Cisco IP Phone – Press the Messages button, then enter your five-digit passcode and the # 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