

NDNU's Active Voice Kinesis System Voicemail System

NDNU is transitioning to a new voicemail system, the Active Voice Kinesis Unified Messaging System. Once your voicemail has been moved to this new system, follow the instructions below to configure your greeting, reset your password, and begin using your voicemail.

Step One: dial 3700

Step Two: at the prompt, type your temporary password, followed by the pound # key: 12345#

You'll hear a welcome message, which will ask you to "update your settings" and "create your recorded name."

Step Three: speak your first and last name, then press #.

Step Four: press # again to keep what you just recorded (or you can record it again).

Next you'll be asked to "update your messages and personalized greetings." You'll hear a somewhat confusing, "Sorry your standard greeting is not available." This means that you haven't yet recorded your greeting.

Step Five: press 1 to record your greeting (e.g., "Sorry I can't come to the phone right now..." etc.)

Step Six: press # to keep the greeting.

Next you'll be prompted to change your password.

Step Seven: key in a new password that's at least four numbers (the system won't let you choose 1234).

Step Eight: key in the new password again to confirm it.

You will have "completed enrollment."

Options

The system has four general options:

1. Hear New Messages
2. Send Messages
3. Review Old Messages
4. Setup Options

"Below" each of these options are "sub-options," and below many of those, there are "sub-sub-options." For example, let's say you didn't like the standard greeting you recorded back in step five, and wish to record it over. To do this:

4. Setup Options
 - 4.1. Greetings and Transfer
 - 4.1.1. Change Greetings
 - 4.1.1.1. Re-record Greeting

In the above example: press 4 (setup), then when prompted press 1 again (greetings-transfers), then when prompted press 1 again (change greetings), then when prompted press 1 again (re-record greeting), at which point you'll speak the greeting you want to have.

Or if you want to re-record your recorded name:

- 4. Setup Options
- 4.3. Personal Settings
- 4.3.2. Recorded Name

Once you understand this option, sub-option hierarchical convention, you'll be able to navigate the system by following the prompts.

Note: the star key (*) always cancels you out and backs you up one level from whatever you're doing. So if you're at 4.1.1.1, pressing * once moves you back to 4.1.1.; pressing * again moves you back to 4.1., etc.

How to Check Messages from your Extension

Step One: dial 3700

Step Two: when prompted, key in your password then #

Step Three: When prompted, press 1 (hear messages).

Note: if you're checking messages from a different extension (a phone other than your own), you'll have to add two steps:

How to Check Messages from a different Extension

Step One: dial 3700 (from off-campus, dial 508-3700)

Step Two: when you hear, "Hello, Kinesis messaging system, from a touch tone telephone..." press * (star key)

Step Three: when you hear, "Please enter your ID, followed by pound," enter in your four digit extension, then press #

Step Four: when you hear, "Please enter your password" enter your password then #

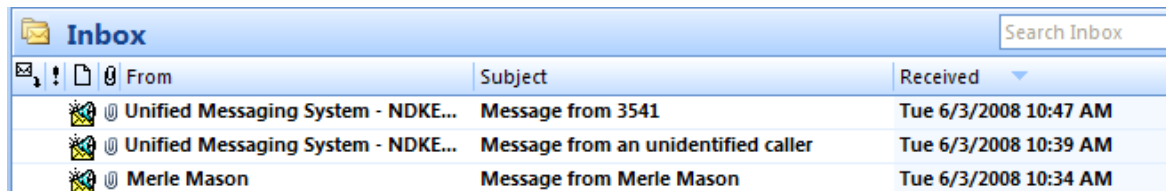
Step Five: when prompted, press 1 to hear new messages, or 3 to hear saved messages

Those are the basics of navigating the system; the attached user guide covers much more. For the rollout, we'll make this available to the campus community on a shared drive or the Web, not as an attachment.

Unified Messaging

The major advancement with the Kenisis Unified Messaging Voicemail (UM VM) system is the Unified Messaging feature. This means that when you get a voicemail, you'll also get an email message that has a .wav file in the body of the message.

Here's how the messages will appear in Outlook 2007:



The screenshot shows the Outlook 2007 interface with the 'Inbox' folder selected. A search box labeled 'Search Inbox' is in the top right. The inbox contains three messages:

From	Subject	Received
Unified Messaging System - NDKE...	Message from 3541	Tue 6/3/2008 10:47 AM
Unified Messaging System - NDKE...	Message from an unidentified caller	Tue 6/3/2008 10:39 AM
Merle Mason	Message from Merle Mason	Tue 6/3/2008 10:34 AM

The top message is from a caller on campus who is on the old Audix voicemail system; the extension from which the person called is shown in the Subject::

From: Unified Messaging System - NDKENISISVM

Subject: Message from 3451 (*3451 being the extension from which the call was made*)

The second message is from a caller from off campus:

From: Unified Messaging System - NDKENISISVM

Subject: Message from an unidentified caller

The third message is from a caller on campus who is on the new Kinesis voicemail system; the name of the person with that extension is shown both in From and in the Subject:

From: Merle Mason

Subject: Message from Merle Mason

If you have speakers or headphones on your computer, you can playback your voicemail messages. You can double-click on the .wav file, and on most PCs it will playback in Windows Media Player.

But there is a better option for listening to your messages known as Viewmail for Outlook. OIT can install this on your PC. Then, if you have a headset with a microphone connected to your PC, you can reply to messages. Viewmail for Outlook instructions are included at the end on this tutorial.

But with the variety of operating systems, browsers, settings, and media players, there will likely be playback issues for some users. Some users won't have sound-enabled systems.

Important Notes

A. Email messages marked as "Read" are marked as "Saved" in Voicemail:

Once an email message is marked as "read," the voicemail system changes the message status to "saved" rather than "new." Even if you don't play the .wav file, but just select the message in your email Inbox so that it's marked as read (plain text, not bold), it becomes a saved message in your voicemail. This may be disconcerting to the user who doesn't have a sound enabled system (internal or external speakers, or headphones), or simply prefers to use the phone to get message so scrolls past the message in his or her email Inbox. He or she may wonder, "How can it be a saved message when I check my voicemail, even though I haven't actually listened to it yet?"

B. Messages Deleted from either Email or Voicemail are Deleted both places:

When you delete the message in your email system, it's deleted from your voicemail. And when you delete from your voicemail, it's deleted from your email system. Since there's a file size limit, you can't keep old messages indefinitely, unless of course you never get new messages.

C. It takes longer to retrieve your messages on the new system than it did on the old system:

On the voicemail system, it takes longer to retrieve your voicemail messages now than on the old system. I believe this is due to the fact that these are now saved as .wav files. I expect there to be some comments made about the longer wait to retrieve messages; the most likely complaint will be that "the new system is slow." But the upside of course is that the messages are now available in our email.

D. Messages can fill up in your Email quickly.

Due to file sizes, we have configured the system to retain a maximum of ten messages. When you have up seven messages that you haven't deleted, when you check your voicemail from your phone, you hear a prompt that, "This Inbox is near its maximum number of voice messages. Please delete some voice messages." When you have ten messages, the prompt will be, "This Inbox has reached its maximum number of voice messages. Please delete some voice messages."

Once this limit of ten messages has been reached, when callers call your extension, first they'll hear your greeting, then will hear a prompt, "Cannot send message because destination mailbox does not accept messages." This means your Voicemail is full, and you need to delete the messages either in Outlook or in your voicemail.

Sometimes these messages can be hard to locate if you've left them in your email for awhile and have received a lot of messages in the meantime. You can sort your email by Subject, and look for messages beginning with "Message from...". Interestingly, when you delete your messages in your Inbox, they'll go to your Outlook Deleted Items folder, so they're not completely purged from your email. But, the messages will no longer be in the Kinesis voicemail system, so your voicemail will be cleared once you've deleted all these messages.

E. Kinesis and the Audix Voicemail Systems

While we're in the midst of this transition, we'll have users that have already been moved to Kinesis, and others who haven't yet and are still on Audix. During this period, here are two things to keep in mind:

- If you call and leave a message for someone who is on Audix voicemail, and then they reply back from within Audix, the voicemail does not go to your Kinesis voicemail, it goes to Audix.
- Likewise, if a user on Audix forwards a voicemail to your extension; the message will go to your Audix voicemail.

Unfortunately, this means that during the transition, you will need to check both the Audix system (3636) and Kinesis (3700). This is especially true if you leave a voicemail for someone on Audix because their reply will be in Audix.

Viewmail for Outlook Instructions

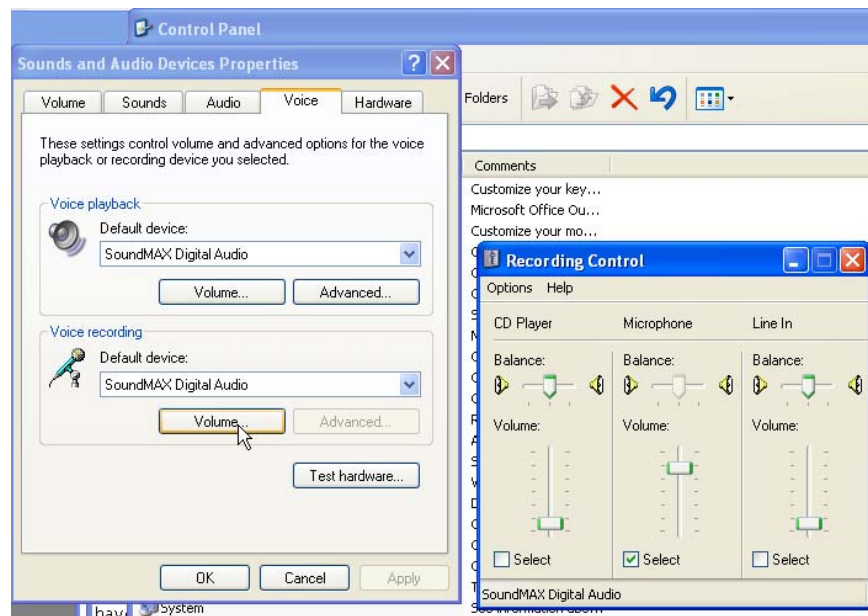
Viewmail for Outlook is an add-in utility that provides enhanced functionality to Kinesis voicemail messages in Outlook. With Viewmail, you can open and listen the recording of the voicemail in the message via new playback toolbar that displays in the message when you open it. (This way you don't have to listen to the recording with an outside player such as Windows Media.)

Not only can you playback the message, but you'll find that on the toolbar you can reply to the voicemail within Outlook by recording a voice reply, and then send that message. Your sent recording will appear both in the recipient's email as a .wav file, and, if the user on campus in the Kinesis voicemail system, it will be a new voicemail.

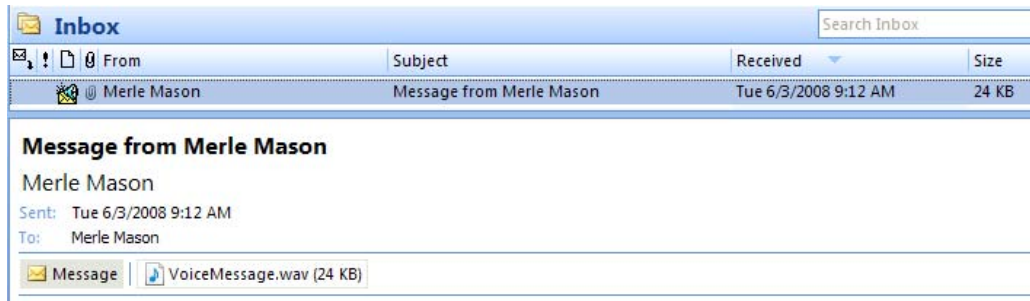
In order to listen to and reply to messages sent to your Kinesis voicemail in Viewmail for Outlook, you need to have a headset with microphone connected to the earphone/speakers and microphone jack on the back of your PC, and have a sound card that with input and output sound capabilities. OIT can install Viewmail for Outlook on your PC, and can check out your sound card. Once you have Viewmail, the sound card, and the headset with microphone, follow the instructions below.

You can adjust your Voice and Record and Playback volumes via:

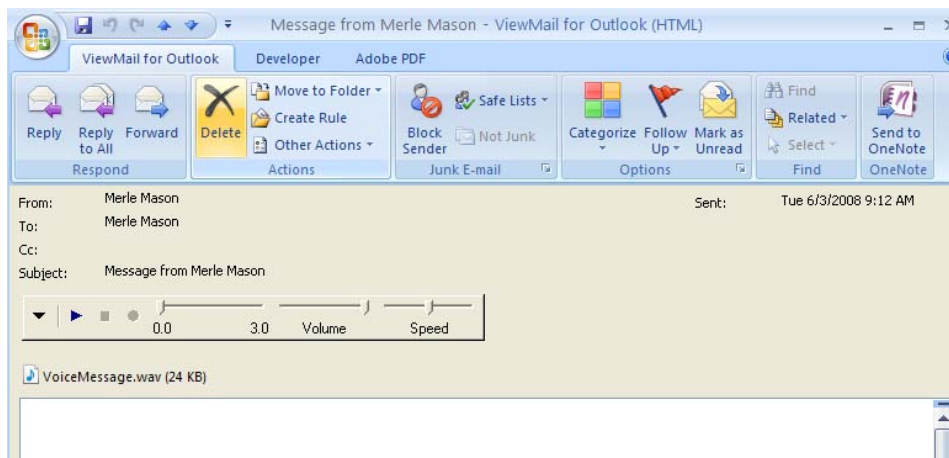
Start>Settings>Control Panel>Sounds and Audio Devices. Voice Tab



When you receive a voicemail message, it will appear in Inbox (note that these instructions show Outlook 2007):

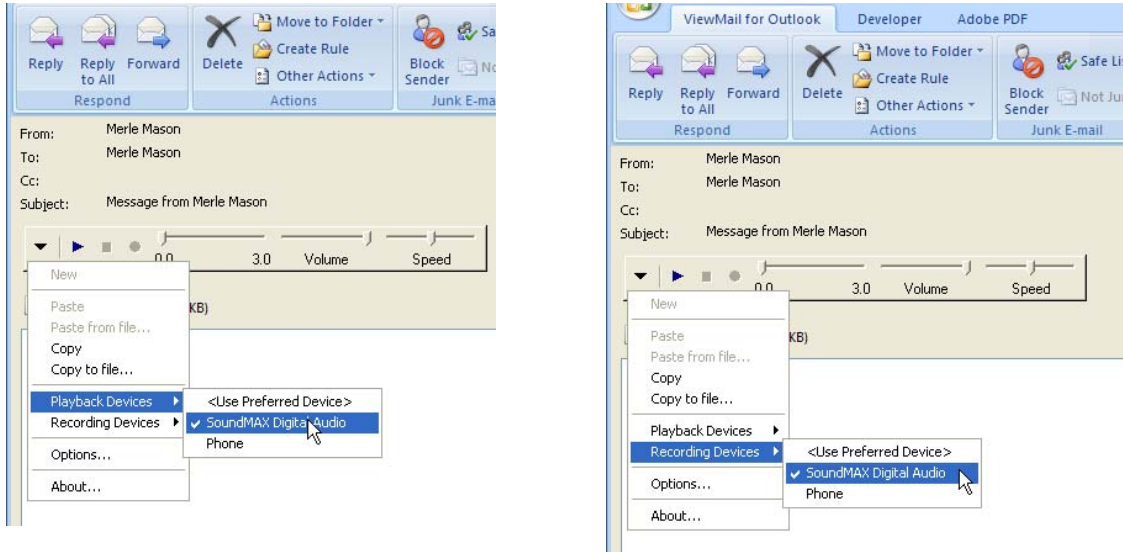


Double-click the message to open it:




The Viewmail for Outlook playback bar appears below the Subject line.

You first need to configure Viewmail for Outlook. Click the down-facing arrow on the left of the toolbar. Make sure that "Playback Devices" and "Recording Devices" are set for your sound card (not to phone):





Press the Playback arrow  button to listen to the message.


You can then Reply or Forward the message in Viewmail. To reply,

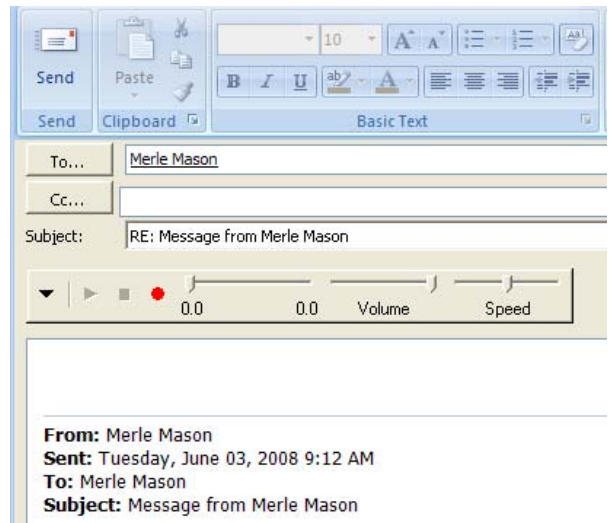
Press Reply  on the toolbar.

A new message opens up, and viewmail now has red Record button.

Press the Record button .

While recording, the record button dims, and the Stop and Pause buttons  become active. You can pause, then record more; when you've completed your message press Stop .

Press Send  to send the message.



The recipient will receive the message in both his or her voicemail and Inbox.

The recipient can either reply in Viewmail for Outlook by the steps above, or reply in Kinesis by pressing option 4 when listening the message.