January 21, 2010

INTRODUCTION OF VISUAL VOICEMAIL FEATURE

Voicemail System Enhancement

OIT Telecommunications is supporting a pre-release of the GT Visual Voicemail service in order to allow users to receive copies of their voicemails in their email inbox, as well as listen to and manage their voicemail messages on the web.

The initial functionality will allow voicemail users to access the GT Visual Voicemail site via the Georgia Tech Buzzport site (www.buzzport.gatech.edu) and download messages directly to their computer as email, forward voicemail files to any email address, listen to voicemails through their web browser, or set up their Voicemail Profile to have all future voicemails delivered to their preferred e-mail account. Voicemails that are deleted from your email inbox will not be automatically deleted from the voicemail system, and you will have to delete voicemails by logging into your voicemail box via telephone or the web to delete the messages from the voicemail system.

At this phase, you must be on the Georgia Tech main campus network or connecting via the Cisco IP VPN client to access the visual voicemail page.

Procedures for Implementing Visual Voice mail

Voicemail users will be able to access GT Visual Voicemail via the Georgia Tech Buzzport site (www.buzzport.gatech.edu) and set up their profile to have them delivered to their preferred e-mail account. Once employees are logged into Buzzport, an Employee tab appears at the top. Click on the Employee tab, scroll down to **GT Visual Voicemail**, click on the link, and you will be presented with the following voicemail login page on the next page.
Employee Resources

GT Reports (formerly AFACTS)

BANNER on the Web

Internet Native Banner (INB) Access Banner through a web browser. Note: This requires a Banner login.

Banner/GT Reports account request

HR Policy Manual

HR Policy Manual published by OHR

gtID# Information

Look up a gtID#, access the gtID# request system, GT policy on SSN usage

GT Office of Organizational Development

staff/faculty training & education

OHR

Georgia Tech Office of Human Resources

GT Visual Voicemail

Send voicemail messages to your email address

TechWorks
Enter your existing 10-digit telephone number (404385xxxx) or (404894xxxx), no dashes or spaces, in the **Mailbox:** field and your voicemailbox passcode in the **Passcode:** block, and then click **Submit.**
Your login defaults to the Messages screen with the “Messages” tab selected at the top just below the MITEL icon. You will be presented with a list of your existing voicemails.
Press the "Settings" tab located at the top to the right of the Messages tab.

**REQUIRED:** Enter the email address in the “UM-Web View Email Address” block to which you would like your saved voicemails to be sent. This address is also used to enable other functions.

**OPTION:** If you would like a copy of all future voicemails to be emailed to you as they are received, enter the desired email address in the “UM-SMTP Email Address” block.

Press the “Save” Button located just below the “Settings” tab.

In the future, if you no longer desire to have all of your voicemails delivered to your email address, you will need to go back to the “Settings” tab, remove the email address from the “UM-SMTP Email Address” block, and then “Save” the change.

Please keep in mind that when the voicemail is delivered to your email, deleting it in your email inbox does not delete it from the voicemail system, and you will have to delete it from the Visual Voicemail interface, via telephone, or it will automatically be deleted after 30 days.
We highly recommend that you do NOT fill in the Call Me Phone Number or the Personal Attendant Preferences without speaking to a Telecom Specialist about these functions. You can reach a Telecom Specialist at 404-385-7173, Option 3, Monday through Friday from 8am to 5pm.

Go back to the “Messages” tab located below the “MITEL” icon.

SAVE a voicemail: click on the check box to the left of the Caller ID column and then click the “Save” button in the tool bar. This will send it to the email address you input on the Settings page.

FORWARD a voicemail: click on the check box to the left of the Caller ID column, click the “Forward” button in the tool bar, in the popup window fill in the email address that you would like the message to be sent to, and then click “Send” (located below the MITEL icon).

PLAY a voicemail: click on the name or number in the Caller ID column and it will play the message.
This does not remove the messages from your mailbox. If you have not deleted the message from your mailbox prior to it reaching 30 days of age, it will automatically be deleted from your voicemail box.

When you are through with your session, please logout with the “Logout” hyperlink located at the top to the right of your mailbox number.

Change to Existing Voicemail Policy:

Beginning on the evening of Friday, February 26, 2010, all messages older than 30 days will be purged from the system. After a 30-day cycle, all messages older than 30 days will be deleted on an on-going basis.

On an on-going basis, voicemail messages will only be retained for 30 days. You will not receive any additional warnings or notifications that these voicemails will be deleted.

To allow users time to download or send existing voicemail messages to the email address of their choice, OIT Telecom will be making the GT Visual Voicemail service available beginning Monday January 25, 2010.