



Mark Parkinson, Governor
Joe Hennes, Director

Division of Information Systems and Communications

<http://www.da.ks.gov/disc/>

MEMORANDUM

Date: October 5, 2010
To: Agencies using DISC provided voice mail
From: Jay Coverdale, Deputy Director – DISC Bureau of Telecommunications
Subject: Voice Mail Subscriber Registration/Enrollment

Agencies using DISC provided voice mail have Unity Voice Mail accounts defined for all Topeka users as of 8/24/10. Agency trained “power users” are urged to begin the subscriber registration process with end users as soon as possible. The Registration/Enrollment process sets up the user account and is a required step before the voice mail user can migrate to Unity.

The Registration/Enrollment process “does not” move the user to Unity from Octel. Users fulfilling the registration process in Unity will still retrieve voice mail from the current Octel system until the migration process is completed. Users attempting to register may at times receive a “fast busy tone”. If users experience this tone, encourage users to pause a few minutes and attempt to register again.

Unity Registration/Enrollment provides users the ability to:

- 1) Complete the first step required to fully migrate to Unity
- 2) Record user name/greetings
- 3) Set security code PIN/Password
- 4) Set system preferences: call transfer rules, message delivery options, contact and personal distribution lists

All Unity Voice Mail users will migrate to the new system with a default class of service providing basic Unity Voice Mail features. Enhanced Voice Command features will be activated upon Agency request via a KIRMS work order after migration. PCA and IMAP features are planned for the October/November timeframe and recommended to be integrated with Agency Active Directory.

Updated training information will be dispersed to all Agency trainers by 8/27/10 to ensure all training resources are providing up-to-date information to end users. DISC migration schedules and strategies are being finalized and planning meetings scheduled with Agency trained resources. DISC is committed to providing on-going support to Agencies through the training and migration process ensuring requirements are in place to fully use the new system.

Please notify Lori Chavez at 785-296-3779 or Lori.Chavez@da.ks.gov with questions associated with the migration planning and schedules.

Thanks