



General Questions - [DABT\\_VoiceMail\\_Questions@da.ks.gov](mailto:DABT_VoiceMail_Questions@da.ks.gov)  
Tier 2 Agency Support - DISC NCC 785-296-2310

## Unity Voicemail - Getting Started

**Register! Register! Register!**

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All Topeka legacy Octel Voicemail Users have newly created accounts in the Cisco Unity Connect Voicemail System. Registration/Enrollment is open to all Users now. Agencies should be working with all users to complete the Registration process today!!

Dates to complete the Topeka migrations to Unity are finalizing and the registration/enrollment step is the pre-requisite to activating Unity Voicemail accounts.

Encourage all voicemail users to complete the registration now, recording greetings, establishing passwords and create group distribution lists!

Send your registration/enrollment questions and user experience hints to [DABT\\_VoiceMail\\_Questions@da.ks.gov](mailto:DABT_VoiceMail_Questions@da.ks.gov)

Unity Quick Reference Wallet Cards have been sent to Agencies. Agencies requiring additional Wallet Cards please contact DISC Telecommunications Support Specialist (TSS) for ordering information.

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*“Cisco Unity Connect  
Voicemail System -  
Gateway to Unified  
Communications in the  
State of Kansas”*

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## Unity Voicemail FAQ's & User Tips

- 1) Unity Voicemail users “Please” remember to call forward their line to the new Unity number 6-2100 when using “Call Forward Universal”. Call forwarding from Analog Phones dial #14. Call forwarding from Digital lines users will need to change their “pre-programmed call forward key on the phone.

## Unity Voicemail FAQ's & User Tips

2) Customers leaving messages to you have the option to mark messages left as "urgent". Unity Voicemail users retrieving messages will hear "Urgent" messages first. Oldest messages will not be heard first in this situation.

3) PASSWORDS – Unity Voicemail allows for 3 password attempts before it locks a user account. Unity will automatically "unlock" a user account after 30 minutes. Users with locked accounts need to wait 30 minutes before attempting to login and retrieve messages.

4) PASSWORD RESETS - Authorized Agency personnel need to contact the DISC NCC on 785-296-2310 to request a Unity User password reset.

5) Agencies migrating users in a phased approach please remind users voice messages may still arrive in their legacy "Octel Voicemail Account". Until the Octel accounts are deleted check messages frequently!! The Octel access number is 6-0100. DISC encourages Agencies to remove Octel accounts as soon as possible after migration to Unity.

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*"Did you know Unity Voice Command Features are available today!! Order this added feature by sending your TSS a KIRMS Work Order after your new Unity account is activate."*

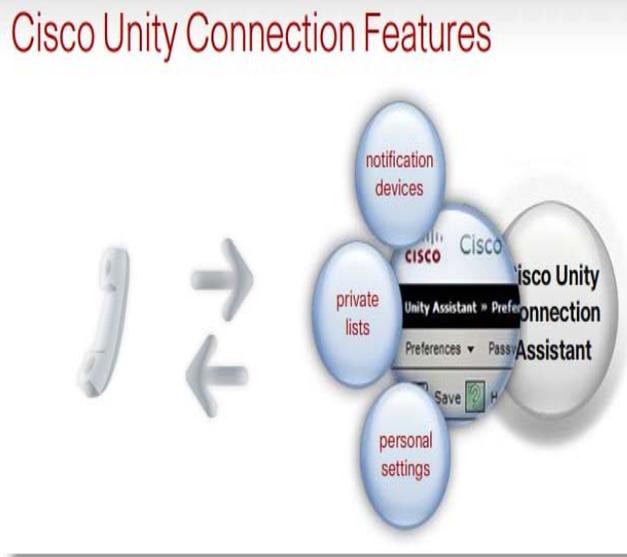
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## Unity Voicemail Migration Updates & Helpful Hints

Over 2900 new voicemail users have active Unity accounts today. The Voicemail migration to Unity Connect for Topeka is targeted to complete November 5<sup>th</sup> 2010.

SRS, KDOL, Aging, Corrections, Commerce and Attorney General are among Agencies migrated to the new Unity Voicemail System.

Agency hint – Take this opportunity to clean-up old voicemail accounts and numbers that "zero revert" to other voicemail numbers, contact your TSS!



## Unity Voicemail Wichita Status and Advanced Feature Offering Timelines

Personal Communications Assistant – PCA  
Unity Connection IMAP Client

By Unity Voicemail Project Team - DISC

DISC is still on target for a mid-November Unity Connect migration plan for Agencies located at the Wichita State Office Building (WSOB).

### Unity Connect Advanced Features:

Personal Communications Assistant – PCA and Unity Connect iMAP Client features are targeted to be available to Agencies after all Voicemail user accounts have migrated successfully to Unity Connect.

DISC recommends Agencies integrate these features with Active Directory deployments.

*Agency support and involvement in this effort has been fantastic and critical to our success! DISC and the Unity Connect Voicemail project Team would like to “Thank” everyone involved!*

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*“State of Kansas Agency Voicemail Support is Awesome!!”*

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