UMKC Voicemail System Upgrade

UMKC Information Services is updating the current voicemail platform from Cisco Unity to Cisco Unity Connection. This conversion will be taking place on Friday, January 18, 2013 starting at 10pm.

We anticipate the ability for callers to leave voicemail or for users to access the voicemail system by phone or web will be down for approximately 30 minutes while the final migration is completed. Users will still be able to access voicemail in your Exchange mailbox during this migration. Please read below for more information.

Unity Connection is very similar to our current Cisco Unity platform so most of the functionality is the same. In fact your greetings, notifications, alternate extension, and passwords will move over to the new system. Your voicemails will not, but they will remain in your email inbox. Most of the system prompts and greetings are the same, so most users will not notice a difference calling in to check their voicemail.

The biggest change with the new system is that voicemails will look differently when viewing them in your Outlook inbox. In the new Viewmail for Outlook client, voicemails will no longer have the envelope with a speaker icon. It will look like a regular email now, but the light blue category checked. Once you click on the voicemail, the options to playback the file will show. Example below:

To change or view your Viewmail options, click on the tab pictured below and then click Settings:
If your Outlook does not have the Viewmail tab or does not give you playback options, please contact the IS Call Center and someone will be able to assist you.

To access Cisco Unity Connection to check voicemail, change greetings, notification settings, and other settings

Personal Communications Assistant
Go to Cisco Unity Connection Website and login with your SSO credentials.

Telephone:
Dial 816-235-5000, press *, enter your extension, and enter your password.

Voice mailboxes not accessed via Outlook
If your voicemail account does not sync with your email mailbox and you only check voicemail by phone, (generally this is only some department main phone numbers or specialty voicemail boxes), your voicemail account settings, greetings, and passwords will be migrated to the new server on Jan 18th. Any new voicemail messages you receive after the migration will be accessible by calling 816-235-5000. To listen to any voicemail messages received before the migration you will need to call a new phone number.

Starting January 19th, you can check old messages by dialing 816-235-8960, press *, enter your extension, enter your password. Your pre-migration voicemail messages will be available via this new phone number for 30 days so you can check old voicemails and retrieve any relevant information.

If you have any questions or concerns, contact the IS help desk at 816-235-2000 or callcenter@umkc.edu