BCCS
Keeping You Connected

Telecommunications Bulletin
Customer Service Center (CSC)

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Voicemail Conversion Follow-Up

The Department of Central Management Services, Bureau of Communication and Computer Services will be converting existing Springfield and Chicago voicemail service to the VoIP Enterprise system. CMS will be sending out a spreadsheet for your review that will have the telephone numbers of the users that will be impacted.

The due dates for the conversion are still being finalized, but we anticipate this to occur between July 25 and August 10. There will be a bulletin sent out to announce final conversion dates once they are established. After the conversion to the new voicemail platform, voicemail messages on the existing system will be irretrievable. Users will need to retrieve any information needed from messages prior to the conversion. **It is very important that users complete this retrieval by COB 7/24/13 and continue this process daily until the conversion completes.** This will minimize the loss of voicemail messages.

As announced in the 6/28/13 bulletin regarding this voicemail conversion, as of COB 7/12/13 all requests for menu box & voicemail box changes were put on hold until CMS completes the conversion to the new VoIP Enterprise Voicemail System. The requests that CMS has received will be processed except for the voicemail. CMS will process the voicemail requests as soon as the conversion is completed. Agencies will not need to resubmit a new request for voicemail.

Included are the directions to set up your new voicemail box on the VoIP Enterprise Voicemail System along with Menu Commands. It is very important these instructions be provided to your affected users by 7/24/13 to assist the user during this conversion. The access numbers for voicemail are not changing.

If you have any questions regarding this matter please contact Vernon Burchett (217-785-9033) or Richard Freimuth (217-785-9211)

CMS Voicemail System
Logging In

Voicemail Access Number

312-81**4-4400**

(Chicago)

217-52**4-4400**

(Springfield)

Sign in from Your Phone
1. Dial the voicemail access number
2. Enter your Unity Connection **PIN**, then press **#**

Sign in from another phone
1. Dial the voicemail access number
2. Press the ***** (star) key to identify yourself as an alternate user.
3. Enter your full 10 digit telephone number when prompted for your mailbox ID, then press **#**

4. Enter your Unity Connection **PIN**, then press **#**

Initial Voicemail Setup

1. Dial the voicemail access number
2. When prompted for a PIN, enter 643125
3. Follow the tutorial to setup your voicemail

Note: Remain on the line until you hear the message 'you have completed enrollment'. Otherwise you will be asked to complete the initial setup tutorial the next time you login.

Unity Connection Phone Commands

Main Menu Commands

Action	Key(s)
Hear new messages	1
Send a message	2
Review saved messages	3 1
Review deleted messages (Not available on some systems)	3 2
Change setup options	4
Change greetings	4 1
Turn alternate greeting on or off	4 1 2
Edit other greetings	4 1 3
Change message notification	4 2 1
Select full or brief menus	4 2 3
Change PIN	4 3 1
Change recorded name	4 3 2
Switch between using the phone keypad and using voice commands	9

Send A Message Menu Commands:

Action	Key(s)
Send message	#
Add name	9 1
Mark message urgent	1
Request return receipt	2
Set future delivery	4
Review recording	5
Rerecord	6
Add to the message	7

During Message Menu Commands:

Action	Key(s)
Restart message	1

Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Save	2
Delete	3
Slow playback	4
Fast playback	6
Change volume	5
Rewind message	7
Pause or resume	8
Fast-forward	9
Fast-forward to end	#
Skip message, save as is	# #
Reply	# 4
Forward	# 5
Cancel or back up	*
Help	0

After Message Menu Commands:

Action	Key(s)
Replay message	1
Play message by number	1 2
Play previous message	1 4
Play next message	1 6
Delete	3
Save or restore as new	6
Reply	4
Reply to all	4 2
Call the sender	4 4
Forward message	5
Rewind	7
Play message properties	9
Save as is	#
Cancel or back up	*
Help	0