

# Rensselaer



.CIO

## Networking and Telecommunications

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### UNITY VOICE MAIL SYSTEM FACULTY AND STAFF

#### FAQ'S

- Can I use the same password I used on the old voice mail system? Yes, when you setup your new mailbox you will be prompted to change your password. You can assign your old password if you like but it must be at least five 5 digits long.
- How do I obtain my voice mail information? You will obtain your mailbox number, password and user guides from our web site. The web address is <http://www.rpi.edu/dept/tele>. Click the link at the top of the page that says New Voice Mail System, Let's get started. This link will require you to authenticate yourself by entering your RCS User ID and password.
- When can I setup my mailbox? We will notify the campus through Rensserv, the online Kiosk and also the Events calendar.
- Will I still be able to call the new voice mail system on extension 6006? Yes, the new system will use extension 6006 and we will assign extension 8100 to the old system.
- Will I be able to access the messages that are on the old system? After the changeover you will be able to access your old mailbox by dialing extension 8100, press the # key, put in your mailbox number and password. The old voice mail system will probably be available until late June. Unfortunately, we do not have the ability to transfer your messages from the old system to the new system.
- How many messages can I store in my mailbox and how many days can I keep stored messages? The size of your mailbox is now based on the number of minutes of storage. Each mailbox has 75 minutes of storage and can store a message for 20 days.
- How do I request a new mailbox? Your authorized department contact will still need to request new mailboxes from our office.
- What happens if I don't setup my mailbox? On the Unity system you can receive messages in a mailbox that has not been setup yet. When you enter into Unity the first time you will be prompted through the enrollment process. Your messages have been stored and will be ready for your review. How will faculty and staff who share the same phone number receive notification of a new message? You will receive an email notification.

#### New Terms in Unity

- Alternate greeting replaces extended absence greeting.
- Standard greeting replaces personal greeting
- Menu Style replaces prompt levels.