Controlling Voicemail from OUTLOOK

Go to ftp://ftp.pvamu.edu
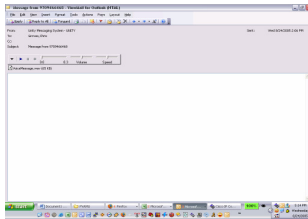
Download the entire Viewmail directory

Double click on Viewmail.msi
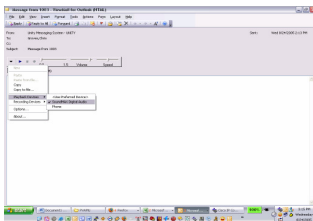
Follow install prompts

Open Microsoft Outlook
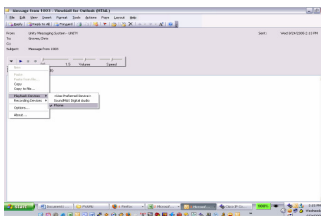
Double click an existing or new voicemail in your inbox

You can configure the voicemail to play on your computer speakers or on your phone

To configure your computer to play your message:

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To configure your phone to play your message:

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NOTE: if you delete a voicemail message in your inbox, it will delete the message from your phone as well. You do not need to check your voicemail from your phone to delete or forward messages

CISCO PHONE TUTORIALS

Cisco IP Phone 7912G eLearning Tutorial

http://www.cisco.com/warp/public/779/largeent/avvid/
products/7912G/index.html

Cisco IP Phone 7960G eLearning Tutorial

http://www.cisco.com/warp/public/779/largeent/avvid prod-
ucts/7960_2005/index.html

Information Technology Services

HelpDesk:
936-857-2525
or
1-877-241-1752

PVAMU Telephone System Upgrade

Information Technology Services

HelpDesk:
936-857-2525
or
1-877-241-1752

VOICE OVER IP (VOIP)

Internet protocol (IP) is rapidly revolutionizing the world of enterprise communications. It combines voice and data networks to deliver information far more efficiently than the traditional approach.

VOIP refers to a way to carry phone calls over an IP data network, whether the public Internet or an organization's own internal network. One of the primary attractions of VOIP is its ability to help the University reduce expenses because telephone calls travel over the data network rather than a completely separate voice network. Placing voice calls over the data network will require Prairie View University to take steps, including equipment upgrades, to support time sensitive applications (i.e., voice).

IP telephony encompasses the full suite of telephony services enabled by VOIP, including the interconnection of phones for actual communications; related services such as billing and dialing plans; and basic features such as conferencing, transfer, forward, hold, and many more. These services have previously been provided by SBC through a telephone system/service named Centrex.

Benefits of VOIP include the following

Ability to manage our own phone system

Access to more features and applications

Cost savings

Unified messaging (accessing voice and e-mail from one device).

To access an outside line:

For local area access type 8 and the 10 digits.

> Example 8 936-857-XXXX

For Long Distance access type 8 1 + Number.

> Example 8 1-970-946-XXXX

For Houston/Metro area access type 8 and the 10 digits.

> Example 8 832-594-XXXX

For emergency's dial 8 911

When notifying faculty, staff and students how to reach you, please provide them with your new phone number., and instruct them to use all 10 digits.

VOIP users may continue to maintain 4 digit dialing between both telephone systems. However SBC could not provide the University with the same flexibility with the older SBC Centrex telephone system.

To access and setup your Voicemail:

A) From your IP phone:

Press the Message button on 7912 or the envelope button on 7960 phones

B) From another IP phone:

Dial 1002

Press *

Enter your extension and # : Example 9XXX and # Enter Your password and # : Example 135#

C) From outside of Campus:

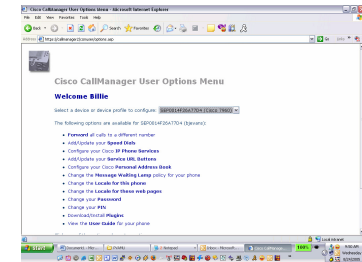Dial your full number. Example 936-261-9XXX

Press *

Enter your extension and # : Example 9XXX and # Enter Your password and # : Example 135#\

To configure your phone from a web browser:

Open IE explorer and go to https://callmanager2/ccmuser

Your username is your email username. The default password is 12345 it is recommended that you change the default password.

From here you can set call forwarding, personal speed dials, add any available services and add a personal address book
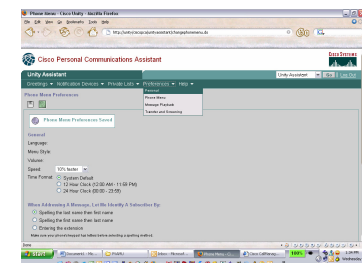
VOICEMAIL SETTINGS

To Change personal Voicemail settings via the web go to http://unity/ciscopca
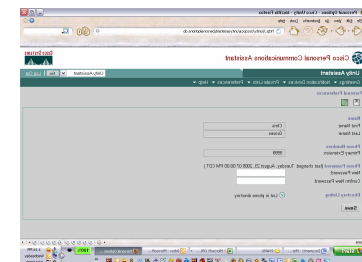
Login: email account userid

Password: email account password

Go to Preferences:

You can adjust things like time format, menu style (how verbose voicemail attendant is), speed (how fast attendant speaks), and volume.