

SIU CARBONDALE TELECOMMUNICATIONS VOICE MAIL SERVICE

Along with the installation of the new Nortel SL100 Digital Telecommunications System, a new voice mail platform will also be implemented. The new system is a Call Pilot Multimedia Messaging System manufactured by Nortel Networks. The new campus telecommunications switching system, an SL100 PBX, is also manufactured by Nortel.

The system is an advanced business communications system that offers flexibility for managing incoming and outgoing messages and can store voice and fax messages in one personal mailbox. Several of the features include:

- Forward and reply to messages
- Compose, edit and send messages
- Personalized distribution lists for sending messages
- Adding message options such as urgent, private, and timed delivery
- Dial and address by name or by number
- Receive remote notification of incoming messages at another telephone, cell phone, pager or in your email
- Access your voice mail from your personal computer
 - Listen to voice messages
 - Record and send voice messages
 - Add voice or text file attachments to messages
 - Receive, print and send fax messages (available at a later date)

There will be three types of messaging service available to faculty and staff:

- **Multimedia Messaging:** This service is similar to the previous executive voice mail service platform. Users will have the capability to compose, edit, and send messages. In addition, Multimedia Messaging users will have the capability to forward voice mail notification to a remote location such as your cell phone, pager or an email address.
Cost: \$3.00 per month
- **Desktop Messaging:** SIU Desktop Messaging from Nortel Networks allows you to access your SIU mailbox from your personal computer. You can manage all your voice, and e-mail messages in one graphical interface. You can still access your mailbox from your telephone at any time. In SIU Desktop Messaging, you can send and receive messages that include any combination of voice, and text. Here are some of the many ways you can use SIU Desktop Messaging:
 - Listen to voice messages.
 - Record and send voice messages.
 - Forward and reply to voice messages.
 - Add message options such as urgent and private.
 - Add voice, or text file attachments to messages.
 - Create personal distribution lists for Desktop Messaging.
 - Change your SIU password.
 - You can also access your voice mailbox on the web.
 - **Note: The current release of Desktop Messaging only supports the following e-mail clients: Microsoft Exchange/Outlook, Lotus Notes and Novell GroupWare.** Complete instruction and more information is available in the Desktop Messaging Quick Reference Guide.
Cost: \$5.00 per month
- **Desktop Messaging with Fax Capability:** This service includes all the services included in the Multimedia Message and Desktop Messaging platforms plus the ability to receive, print and send fax messages to other desktops. **This service will be implemented at a later date – it is not available at this time.**
Cost: when available will be \$9.00 per month

For more information refer to the complete multimedia voice mail messaging user guide is available on this website or contact a Telecommunications Customer Service Representative at 453-2484.