

Unified Messaging

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George Mason University

The most frequently asked question?

Who is George Mason?



What is Unified Messaging (UM)?

The ability to receive voice mail messages in email.

Mason included:

- ❖ Fax capability to the desktop
- ❖ Find me, follow me phone call

Unified Messaging

- ❖ Why did Mason go to unified messaging?
- ❖ Benefits to the university community.
- ❖ Challenges with new & different technology.
- ❖ What next?

Why did Mason go to UM

- ❖ Interest expressed from staff & faculty
- ❖ Telework initiative
- ❖ Decision made to keep current voice mail system and find reasonable applications to “test the waters” for future voice mail replacements.

Benefits for Mason

- ❖ Cost
- ❖ Mobile Path can replace off premise forwarding
- ❖ Allowed time for a test group:
 - Test group used was same as test group for VPN group, plus a hand full of interested faculty
 - Test group of 67 (mostly ITU staff)
- ❖ Limited information, still in test mode

Benefits for Mason - 2

- ❖ Survey of test group:
 - 40% responded
 - All but one agreed that UM saves time and increases productivity by eliminating the constant need on checking for new voice mail messages

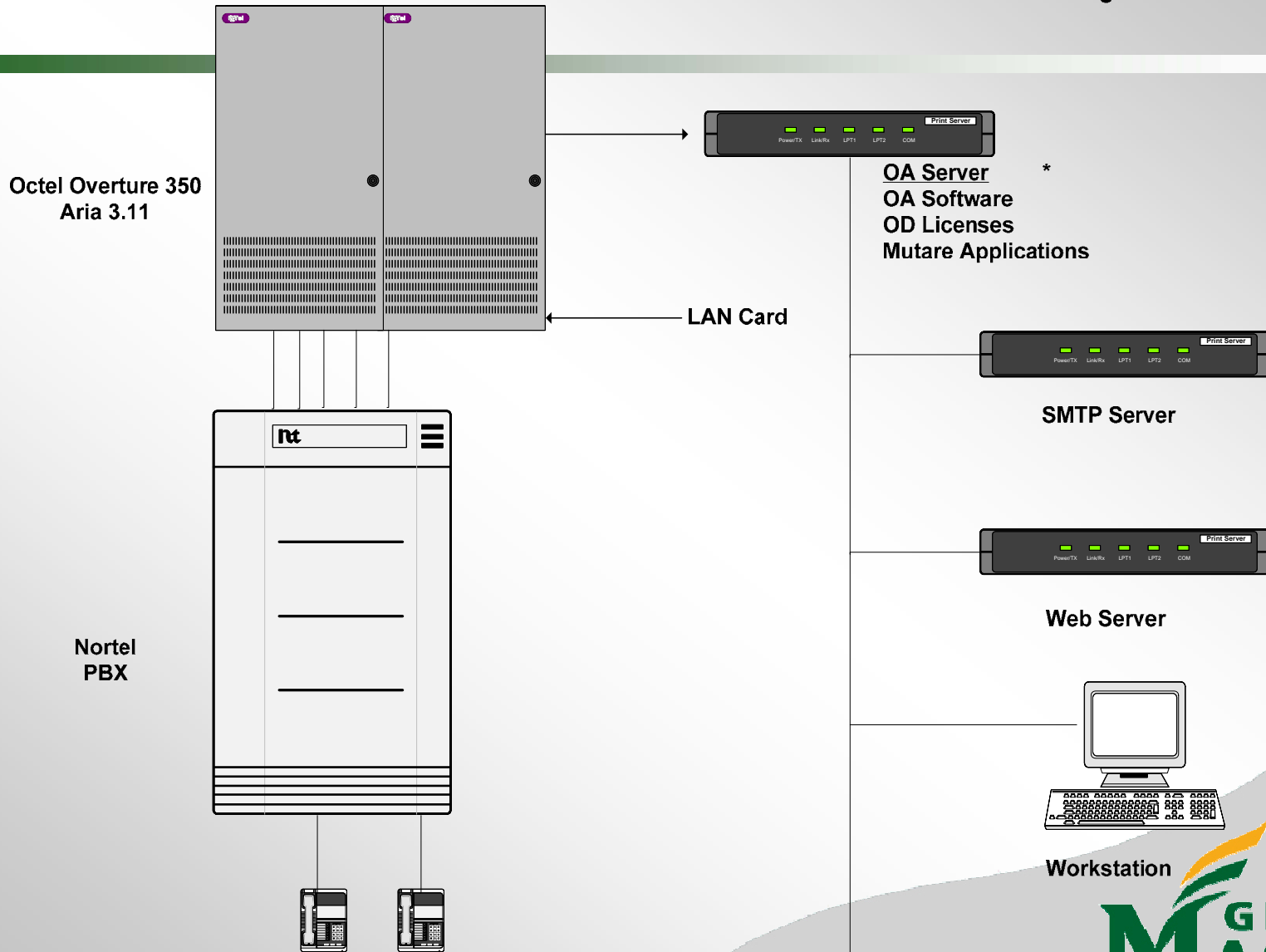
Challenges

- ❖ Server based
 - ❖ Who supports the server
 - ❖ Network Security, one of the first Telecom servers
- ❖ Disc capacity
 - ❖ Where was the file stored?
 - ❖ Did host need more space?

Challenges to Mason - 2

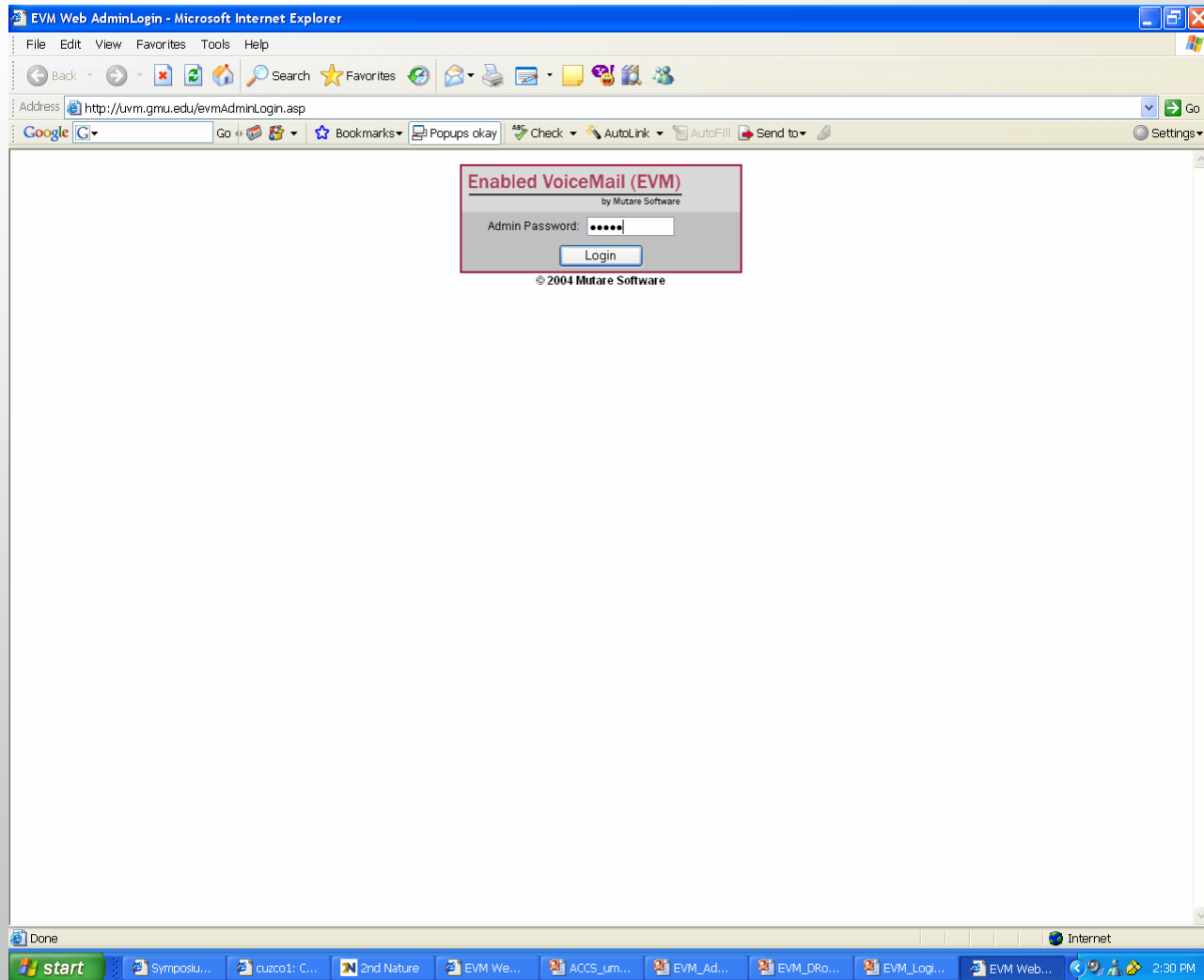
- ❖ Training
- ❖ Application idiosyncrasies
 - ❖ Mobile Path
 - ❖ Usage Chargeback
- ❖ Do we charge an additional fee for this service?

Octel Designer Architecture



* Server is not behind a firewall. It is on a secured network with certain openings for services on unsecured networks.

EVM Login Screen



EVM Administrator Screen

EVM Web Admin - Microsoft Internet Explorer

Address: http://uvm.gmu.edu/evmAdmin.asp

Enabled VoiceMail (EVM) by Mitare Software

System Administration - Site Name:

Sort where: Name | Begins With: A | Sort

X	Mailbox	Full Name	Email Address (Optional)	PIN	EVM for Octel®		mobilePath®		
					evmDelivery	evmNotify	Place Call	Find Me	
<input type="checkbox"/>	View 9932504	Anita Kalyana	akalyana@gmu.edu	••••	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	View 9933543	Ann Genovese	agenoves	••••••	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
<input type="checkbox"/>	View 9934755	Anthony Wilson	awilson9@gmu.edu	•••••	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
License Usage:					69/600	69/9999			
Add New User:									
<input type="button" value="Add"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="1234"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
New User Defaults:					<input type="text" value="1234"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

* Double-Click product header to toggle ALL users On/Off

The following optional messages can be appended to EVM for Octel Email messages (Leave messages blank to disable):

Send Message with: Send Notice if Messages exceed: Send 2nd Notice if Messages exceed:

Doris Rollins' EVM Account

The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying `http://uvvm.gmu.edu/evm.asp?Subscriber=9933470`. The page content is titled "Enabled VoiceMail (EVM) by Mutare Software".

Mutare Software
www.mutare.com

Enabled VoiceMail (EVM)
by Mutare Software

Name: Doris Rollins
Mailbox: 9933470

EVM for Octel®
Notify / Delivery

Voice Mailbox Security Code: ***** **Return Email:** drollins@gmu.edu

evmNotify

Notify for: All Msgs 1st New Msg Urgent Msgs

Email 1: Active:
Email 2: Active:
Email 3: Active:

[Email formats for various cell phone providers](#)

evmDelivery

Voice: All Urgent None **Fax:**

Email 1: drollins@gmu.edu Active:
Email 2: darollins@adelphia.net Active:
Email 3: Active:

Deliver all messages since 4/17/2006 10:29:01 AM

LAST UPDATED: 1/9/2006 1:42:47 PM

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The Windows taskbar at the bottom shows the Start button and several open applications: Symposium..., cuzco1: CPC..., 2nd Nature, EVM_Admin..., EVM Web A..., EVM_Login..., EVM_Admin..., and Enabled Voi... The system clock shows 2:14 PM on 4/17/2006.



Doris Rollins' mobilePath Account

The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying `http://uvm.gmu.edu/evm.asp?Subscriber=9933470`. The page content is from Mutare Software (`www.mutare.com`) and is titled "Enabled Voicemail (EVM)".

At the top right of the page, the user's name is "Doris Rollins" and the mailbox number is "9933470". There are buttons for "Change PIN" and "Logout".

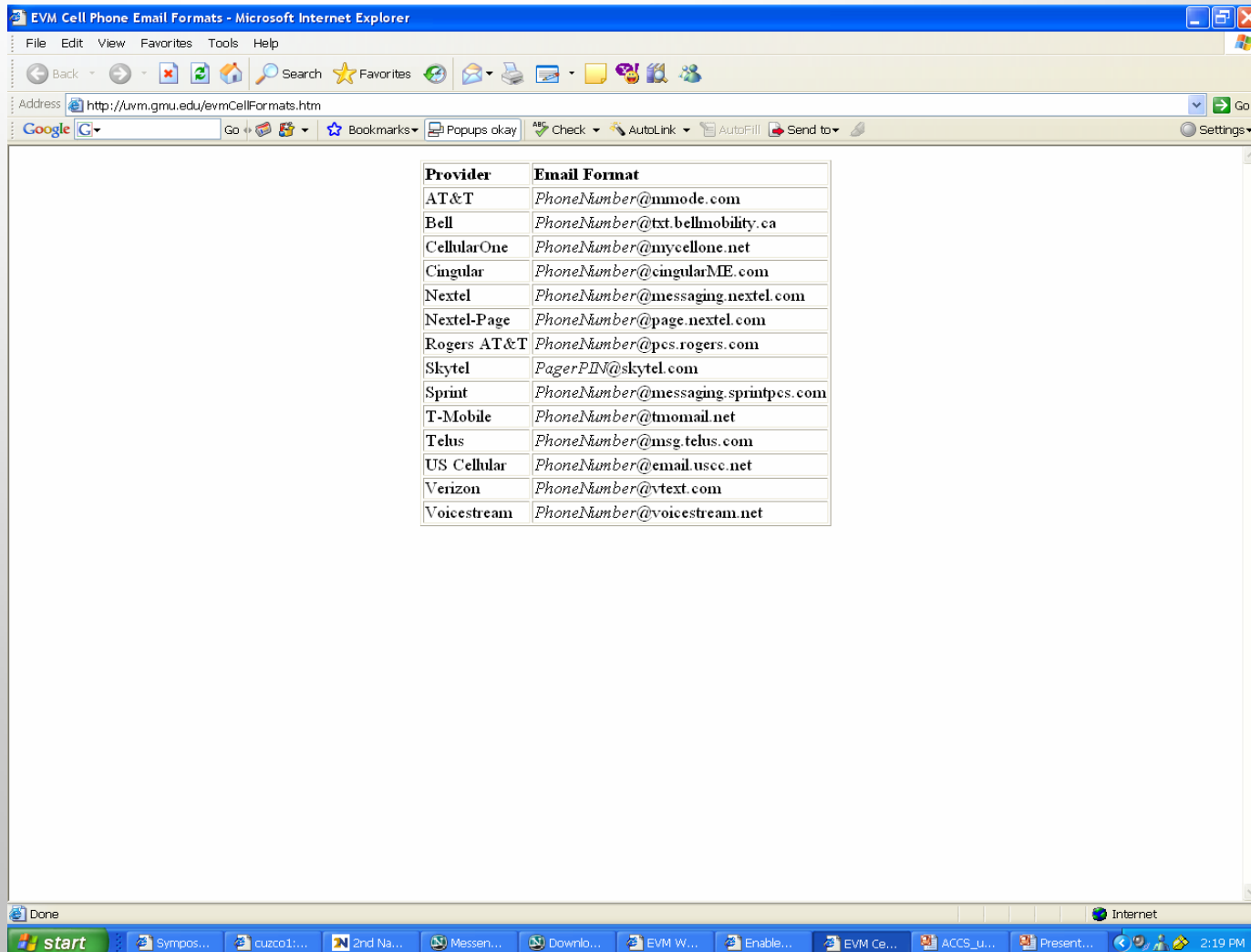
The main configuration area is divided into two sections:

- EVM for Octel®** (Notify/Delivery):
 - Find Me Location Numbers:** Fields for "First Location" (97038010920), "Second Location" (NONE), "Third Location" (NONE), and "Pager Number" (NONE). A "Submit Changes" button is at the bottom.
- EVM for mobilePath™** (Configure mobilePath settings):
 - Screen Mode:** Radio buttons for "Speak My Name", "Record Caller's Name", and "Speak Caller ID".
 - A "HELP" button is located to the right.
 - At the bottom, there is a "Find Me Enabled" button (highlighted in green) and a "Disable" button.

At the bottom of the page, a copyright notice reads: "© 2004 Mutare Software, Octel and mobilePath are registered marks of Avaya Inc.; Outlook is a registered mark of Microsoft."

The Windows taskbar at the bottom shows the Start button and several open applications, including "Sympos...", "cuzco1...", "2nd Na...", "EVM W...", "ACCS_...", "EVM_A...", "EVM_D...", "EVM_L...", "EVM W...", and "Enabled...". The system clock shows "2:31 PM".

Email formats for cell phone vendors



The screenshot shows a Microsoft Internet Explorer browser window with the address bar displaying <http://uvvm.gmu.edu/evmCellFormats.htm>. The main content area contains a table with two columns: 'Provider' and 'Email Format'. The table lists various cell phone providers and their corresponding email addresses, using 'PhoneNumber' as a placeholder for the actual phone number.

Provider	Email Format
AT&T	<i>PhoneNumber@mmode.com</i>
Bell	<i>PhoneNumber@txt.bellmobility.ca</i>
CellularOne	<i>PhoneNumber@mycellone.net</i>
Cingular	<i>PhoneNumber@cingularME.com</i>
Nextel	<i>PhoneNumber@messaging.nextel.com</i>
Nextel-Page	<i>PhoneNumber@page.nextel.com</i>
Rogers AT&T	<i>PhoneNumber@pcs.rogers.com</i>
Skytel	<i>PagerPIN@skytel.com</i>
Sprint	<i>PhoneNumber@messaging.sprintpcs.com</i>
T-Mobile	<i>PhoneNumber@tmomail.net</i>
Telus	<i>PhoneNumber@msg.telus.com</i>
US Cellular	<i>PhoneNumber@email.uscc.net</i>
Verizon	<i>PhoneNumber@vtext.com</i>
Voicestream	<i>PhoneNumber@voicestream.net</i>

The next step

- ❖ Application Support
- ❖ Activate the chargeback for Mobile Path
- ❖ Submit documentation to controller for additional charges for enhancement to voice mail box
- ❖ Complete pilot
- ❖ Offer application to university

Unified Messaging

Questions?