Campus VoIP Voicemail Upgrade
*From Unity to Unity Connection*

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Unity Connection - Overview

- Upgrade to current campus Cisco VoIP voicemail system.
- Provides capability to receive voicemails via email.
- Sync’s with Exchange mailbox: delete message on phone, deletes in mailbox and vice-versa
Outlook Inbox

New Voicemail Message

Opened Email with Voicemail WAV file attachment

Unity Connection – System Changes

• Move to Linux platform from Windows
• Active / Active Stand-by
• Additional “ports”:
  – Ports are like a voicemail session
  – Current = 80
  – Migration = 250 each server 500 total
• Remove “Unity” Exchange Server
• UFAD authentication for Unity web page
Unity Connection - Rollout

• Date of conversion: Labor Day Weekend
• Impact on all users:
  – Saved messages: only past 30 days of saved voice messages will move to new system
  – Saved messages migrate over as New messages on Sunday, September 4
  – Old Messages: If needed, access messages older than 30 days by dialing 352.273.0202
  – Voicemail message retention is 365 days

Unity Connection - Email

• Single Inbox Users / Exchange:
  – Any phone messages Saved prior to September 4 will appear as New messages in your mailbox.
  – Message waiting light on phone will turn on
  – Listen to messages on phone or via email mark messages as read (right-click and Mark as Read)
  – Once read, listened to, saved or deleted, message waiting light will turn off (may take a few seconds to sync)
Unity Connection - Email

- Single Inbox Users / Exchange:
  - **Deployment**: Rollout to 200 pilot users on Sep 4
    - Test and verify proper operation for 2 weeks
  - **Schedule**: CNS will then contact Campus VoIP Departments:
    - Coordinate Voicemail account set up and Exchange group settings with Department
    - Schedule cutover with Departments
    - Over the next 60 to 90 days with Nov 30 as final completion

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Unity Connection

- Questions or additional information:

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