



# User Quick-Start

## Getting to know Donoma Unify 8 for Lotus Notes

**Donoma Unify for Lotus Notes is a simple, straightforward solution that integrates your Cisco voice message system to your Lotus Notes email inbox. Messages are all in one place—updated in real time.**

### How does it work?

When a voice message has been left on your office phone, your Cisco handset and/or Cisco softphone application (if used) will turn on its Message Waiting Indicator (MWI) light.

An email with a voicemail attachment is generated and sent to your Lotus Notes inbox.

Listen to the message in either place, and the status is automatically updated.

No matter where you access the message, you'll know whether it has been previously opened or if it needs attention.



Once you've gotten your message, you can save it, forward it via email or delete it.

### With Donoma Unify in place, voicemail can be retrieved in any of the following methods:

#### Email with player support:

Play the audio file sent as part of the message notification. (Platform access options include PC, web and smartphone, depending on each location's network setup)

#### Email without media player support:

Click the custom call back link embedded in the message notification email for hotlink access your phone message system. Log in and access voicemail as usual. (Custom call back link is an optional feature)

#### Via Telephone interface:

Play your voicemail by directly accessing your Cisco telephone handset or Cisco softphone app.

## How do I get started?

Once Donoma Unify is installed on the servers, your Administrator may opt for you to input your own passwords. In this case you will get an email with a link to a secure internal web page where you input your email and system passwords.

Once these are entered, your phone and email account link will be authorized. Messages will begin to synchronize immediately.

## What happens if system passwords are changed?

If the system sees that messages are no longer making a successful synchronization, an email will be automatically triggered for you to update your account credentials at the same credential set up screen. Once credentials are updated, messages will flow as normal, including missed messages that could not make it through before.

## What happens after a message has been listened to?

The system will sense the message has been read. The phone and email systems will synchronize the current status of the message. Voice messages marked read remain in the Cisco phone message system until deleted.

## What happens when messages are deleted?

Messages deleted from your voicemail system will be deleted from your Notes mailbox. If you wish to keep the message, save it under a new name in your files.

Messages deleted from your IBM Lotus Notes "in-box" or folders will automatically be deleted from your voicemail system.

## How to manage voice messages:

Voicemail messages are managed exactly in the same manner as another Notes email. Forward to others via email (enabling sharing of voice records outside your phone system) the same way any other email would be forwarded.

## What if Cisco ViewMail is already loaded? How will it work with Donoma Unify?

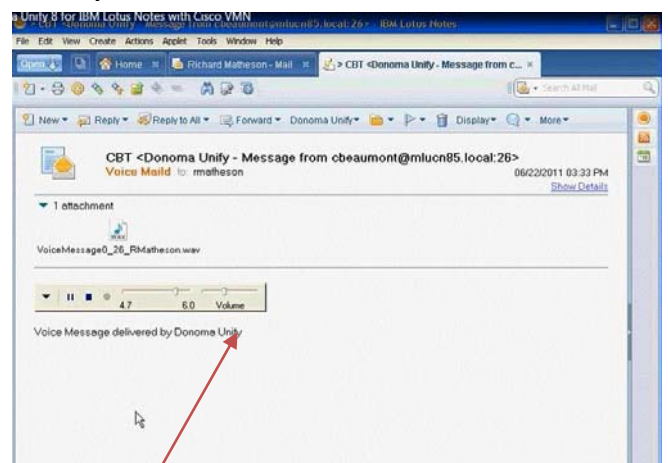
If you have Cisco ViewMail for Notes loaded on your machine, you will get extended features from ViewMail for Notes now in Unify for Notes including:

- Enhanced VMN Player for record & playback of messages
- On the fly Unity Connection address look-up while composing Unify messages
- Ability to use Cisco message priority designations (such as Urgent)

Donoma Password maintenance screen



When message is opened anywhere, MWI light turns off.



Cisco VMN users will retain familiar enhanced player.

