

Unified Messaging

Outlook Unified Messaging is an Exchange 2010 feature that enables subscribers to retrieve voice mail and e-mail messages from their individual mailbox using an analog, digital, or mobile telephone. They can then interact with their mailbox using touchtone or voice commands. When UM-enabled users access their Exchange 2010 mailbox using a telephone, they are presented with a series of voice prompts. These voice prompts help users navigate the Unified Messaging system and enable users to access their Exchange 2010 Inbox. Outlook Unified Messaging lets users retrieve, listen to, reply to, create, and forward voice or e-mail messages and listen to or change calendar information.

Accessing Voice Mail

From your campus phone:

1. Press the message key on your phone.
2. Enter your PIN (minimum of 4 digits) then press #. (upon the creation of your mailbox, you will receive an email with your temporary PIN number, use this for logging in for the first time.)

Checking your voicemail from another campus phone:

1. Press the messages key on the phone.
2. Press the *key and your extension
3. Enter your PIN (minimum of 4 digits) then press #.

Or

From an off campus local phone:

1. Dial 972-883-(your 4 digit extension).
2. Once your voicemail answers, Enter *.
3. Enter your PIN (minimum of 4 digits) then press #.

Enrollment for Voice Mail

Following the prompts, your tasks for enrollment are:

- A. Record your name
 1. Press 1 to begin
 2. Press # when finished recording
 3. Press 1 to accept your name
- B. Record your greeting
 1. Press 1 to begin
 2. Press # when finished recording
 3. Press 1 to accept your greeting

Voicemail is configured by default to use the Voice User Interface. To change the default to use the Touch Tone Interface, from the main menu say “Personal Options” and press 4. You are now using the Touch Tone Interface every time you log into voicemail.

You can also change to the Touch Tone Interface anytime while in the voicemail system by pressing any key and then Press 0, this is not a default or permanent setting and reverts back to the Voice User Interface once you log out of the session.

Change Personal Settings Using the *Touch Tone* Interface

- A. Record your name
 - 1. Press 6, 2, 3
 - 2. Press 2 to re-record your name
 - 3. Press # when finished recording
 - 4. Press 1 to accept your name
- B. Record a greeting
 - 1. Press 6, 2, 1
 - 2. Press 2 to re-record your name
 - 3. Press # when finished recording
 - 4. Press 1 to accept your greeting
- C. Set a new PIN
 - 1. Press 6, 3
 - 2. Enter a new PIN (must be at least 4 digits) and press #
 - 3. Confirm the new PIN and press #

Change Personal Settings Using the *Voice User* Interface

- A. Record your name
 - 1. Say “Personal Options” then press 2, 3
 - 2. Press 2 to re-record your name
 - 3. Press # when finished recording
 - 4. Press 1 to accept your name
- B. Record a greeting
 - 1. Say “Personal Options” and press 2, 1
 - 2. Press 2 to re-record your greeting
 - 3. Press # when finished
 - 4. Press 1 to accept your greeting
- C. Set a new PIN
 - 1. Say “Personal Options” then press 3
 - 2. Enter a new PIN (must be at least 4 digits) and press #
 - 3. Confirm the new PIN and press #

Listen to a message using the Voice User Interface

Once you have dialed into the Voice Access system and entered your PIN, you can use the following commands.

Say Voicemail or E-mail	While message is playing
Say "Next Message"	Say "Rewind"
Say "Next Unread Message"	Say "Fast Forward"
Say "Previous"	Say "Slow Down"
Say "End"	Say "Pause"
Say "Faster"	Say "Mark as New"
Say "Reply"	
Say "Reply All"	
Say "Forward"	
Say "Call"	

NOTE: Switch to the *Touch Tone Interface* by pressing any button then press **0**.

Listen to a message using the Touch Tone Interface

Press **1** for **voicemail** messages or **2** for **e-mail** messages.

Options	Press	During or After A Message	Press
Next Message	#	Next Message	#
Next Unread Message	##	Next Unread Message	##
Rewind	1	Replay	1
Beginning	11	Previous	11
Pause	2	Call	2
Fast Forward	3	Forward	6
End	33	Delete	7
Slower	4	Reply	8
Faster	6	Reply All	88
Delete	7	Mark as unread	9
Reply	8		
Reply All	88		

Send a Message Using the *Voice User Interface*

From your voicemail, you can send an e-mail message to an address from your personal Contacts or from UTD's Global Address List.

1. While in the system, say "**Directory**" or "**Personal Contacts**" depending upon where this person's information is located.
2. **Say the name of the person** you want to send the message to and **follow the prompts**.
3. Say "**Send a Message**" and the system will begin recording your message. **Press any key** to stop.
4. Say "**Send It**" or "**Send It With High Importance**" when you have finished recording.

Send Messages Using the *Touch Tone Interface*

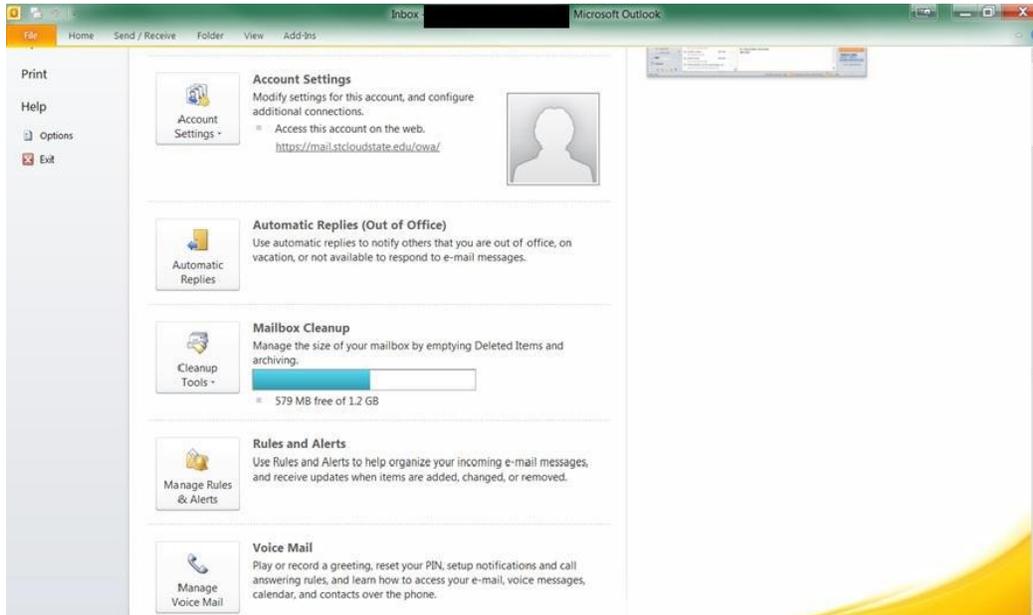
1. While in the system, press **5** to "**Compose a Message**".
2. Using the telephone dialpad,
 - a. Spell the last name and the first name of the person you are searching.

OR
 - b. Press **#** and **enter** the extension of the person.
 - i. The system will request your confirmation of the OTHER AVAILABLE OPTIONS:
 1. Press **2** to add another recipient
 2. Press **3** to remove a recipient
 3. Press ***** to cancel the message
3. Press **1** to begin recording.
4. After you have finished recording your message, use one of the options below:
 - a. Press **#** to send
 - b. Press **1** to accept and send
 - c. Press **11** to accept and send with High Importance

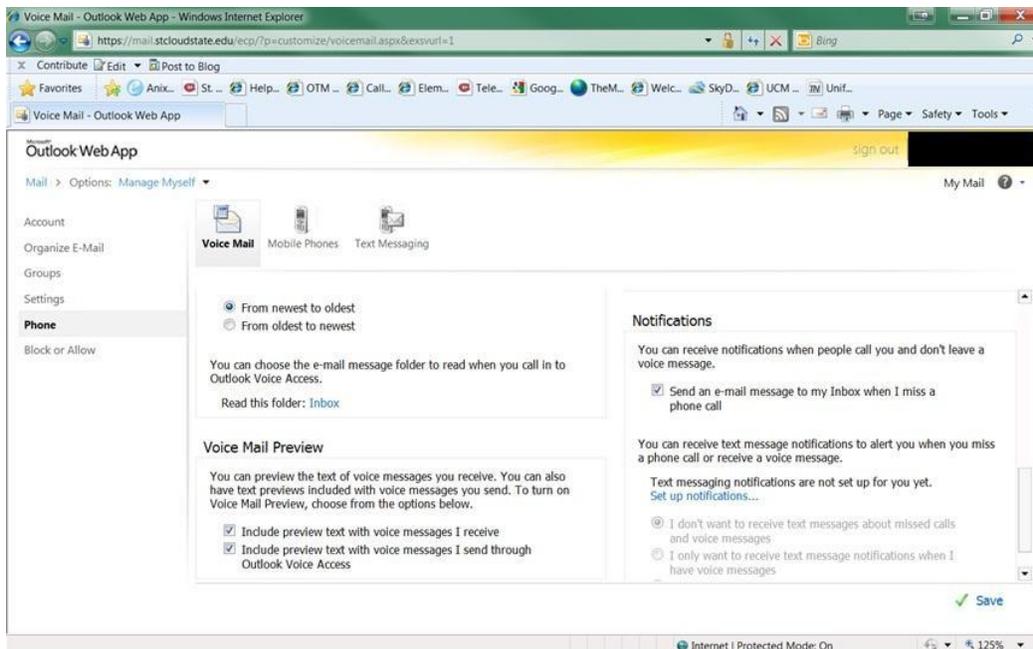
Missed Call Notifications

To turn on and off the Missed Call Notification e-mail messages, you can use Microsoft Outlook 2010 or Outlook Web Access (OWA) through an Internet browser (IE, FireFox, Chrome, etc).

Microsoft Outlook 2010 Option



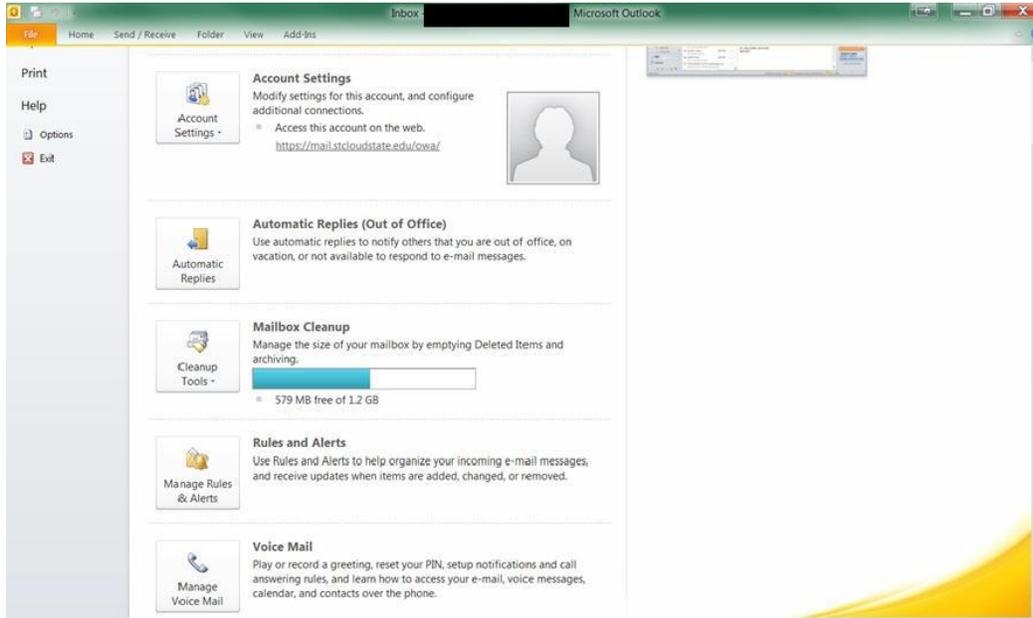
1. In Outlook 2010, click on the **File** tab, and select the **Manage Voice Mail** tab.
2. This will open your OWA, log in, your voice mail options page now appears.
3. Check or uncheck the **Send an e-mail message to my Inbox when I miss a phone call**.



Changing Your PIN

To change your PIN, you can use Microsoft Outlook 2010 or Outlook Web Access (OWA) through an Internet browser (IE, FireFox, Chrome, etc).

Microsoft Outlook 2010 Option



1. In Outlook 2010, click on the **File** tab, and select the **Manage Voice Mail** tab.
2. This will open your OWA, log in, your voice mail options page now appears.
3. Click the link that says “Reset my voice mail PIN...”.

Call Answering Rules

Choose how your calls will be handled when you don't answer the phone. Calls will be answered with a system-generated greeting or a greeting you record. You can let transfer the call, or try to find you. Rules will be applied in the order shown.

[New Rule](#) [Edit...](#) [Delete](#)

Enabled	Name	Preview

Reset PIN

Reset the PIN you use to access your mailbox from a phone. You'll receive your temporary PIN in e-mail. You can then change your temporary PIN from the phone the next time you call Outlook Voice Access.

[Reset my voice mail PIN...](#)

Greetings

You can choose which greeting callers will hear when they r

- Default voice mail greeting
- Greeting that lets callers know I'll be away for an exte

[Call me to play or record the selected greeting...](#)

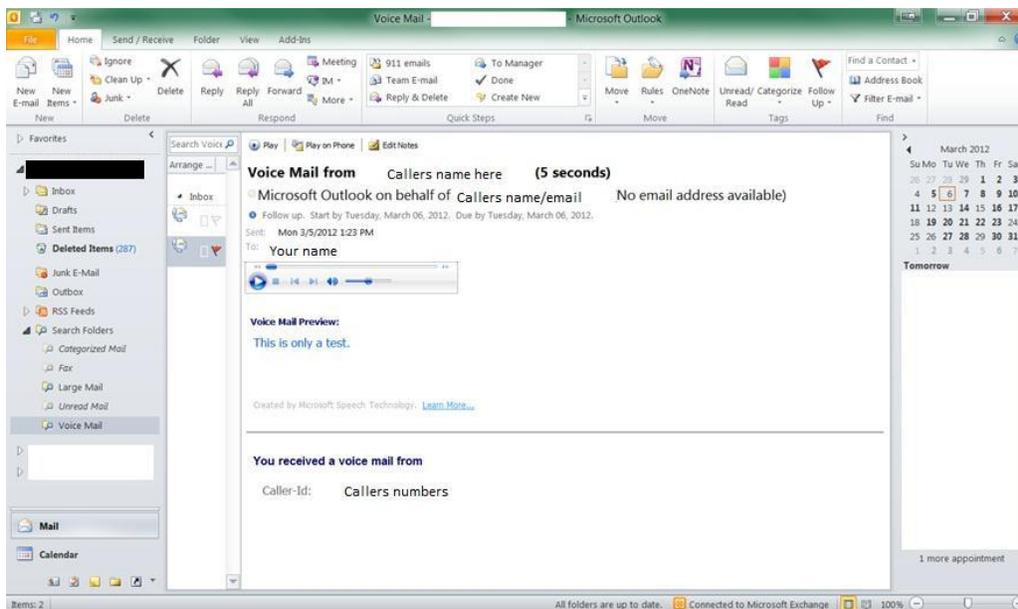
Unified Messaging in Microsoft Outlook 2010

You can listen to voicemail messages through your phone and through Microsoft Outlook. In order to use Outlook to listen to messages, your computer needs speakers or headphones.

Note: When you select a new message, it changes from new/unread to saved/read. You can still listen to the message through your phone or your computer.

Listening to Messages

1. In Outlook, in your Inbox, open the voicemail message.
2. With the voicemail message open,
 - a. Click **Play** on the media control bar. The message will play on your computer speakers.



OR

- b. Click the “Play on Phone” button. Your default phone number will appear. You can change this number to any local number. Click the “Dial” button and answer your phone to listen to your voicemail message.



Deleting Messages

Even though these voicemail messages are generally very small in size, you still need to delete them occasionally.

1. In Outlook 2010, click on the voicemail message.
2. Click the **Delete** button on the Ribbon.

Notes on deleting messages:

- ❖ When you delete a voicemail message from Outlook, you can no longer listen to the message from your phone. However, using computer speakers, you can listen to the message from a computer.
- ❖ If you move a voicemail message from your Inbox to another folder, you are still able to listen to the message from your phone.
- ❖ When you click on a message, it changes from 'new' status to saved and your new message waiting indicator will turn-off. You can still listen to the message on your phone as a 'Saved' message.
- ❖ Once a message is deleted from your phone, it can be retrieved from the deleted items folder within Outlook.