Welcome to the new Exchange Unified Messaging!

This new system allows you to control all the aspects of Outlook through voice commands on your phone. You will be receiving an email from "Microsoft Outlook" once your account has been upgraded with information on how to access your account. This email will include your access numbers, your extension number, and your PIN. Follow these steps to access the new features in Unified Messaging.

How to set up Unified Messaging for the first time:

There is a flowchart to the right that indicates how to set up your mailbox for the first time. This includes reassigning your PIN, adding a recording of your name, and recording a new greeting.

- 1. On your phone you may dial your own extension or the Access Number provided to you in the email. (Enter your extension if prompted).
- 2. Enter your default PIN. If this is not your mailbox, press *.
- 3. You will now be prompted to enter a new PIN.
 - a. This pin must be 5 non-consecutive or repeating digits. It cannot be any of your previous PINs.
- 4. You will now be prompted to record your phonetic name. Press 1 to record or * to skip.
 - a. If you do not record your name, Outlook will use default text-to-speech patterns to determine how your name is pronounced.
- 5. You will now be prompted to record your voicemail greeting. Press 1 to record or * to skip.
 - a. If you do not record a greeting, Outlook will use a default voicemail greeting.

How to use the new Unified Messaging Features:

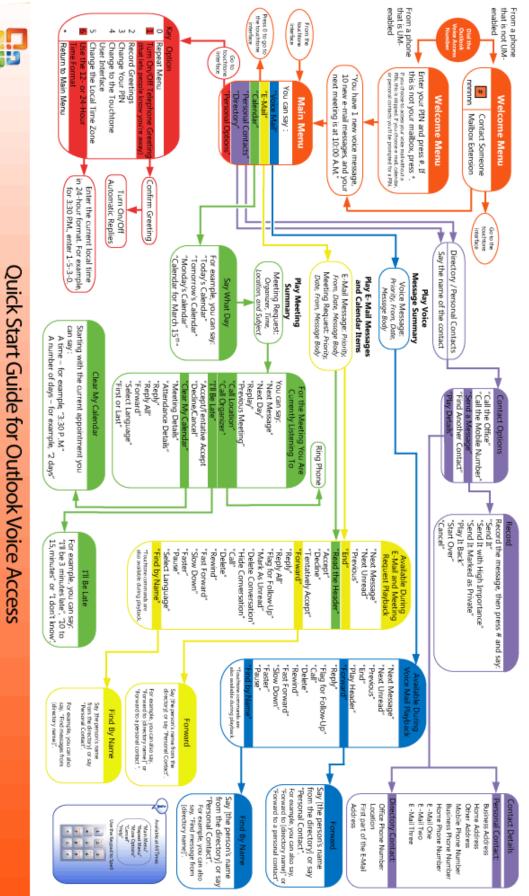
- 1. On your phone you may dial your own extension or the Access Number provided to you in the email. (Enter your extension if prompted).
- 2. In the welcome menu enter the PIN followed a #. If this is not your mailbox, press *.
- 3. Unified Messaging will give you an update of your emails and calendar appointments for the day.
- 4. From here you will be taken to a menu system where you can access the various features in Outlook by using voice commands. Examples:
 - a. "Voice Mail" This will play a voice message summary of all your current voicemails.
 - b. "E-Mail" Play email messages and calendar items.
 - c. "Calendar" Say what day you want and it will provide you with a meeting summary.
 - d. "Directory" Say the name of the contact you wish to call or email.
 - e. "Personal Options" This takes you to a touchtone interface to set your personal options.

How to change your voicemail settings:

- 1. Open <u>https://mail.oit.edu</u> in Internet Explorer (this will not work in Firefox or Google Chrome) and sign in with your account (oit\first.last and your password).
- 2. In the top right of the screen select Options.
- 3. In this menu select the Phone menu, then the Voice Mail tab.
- 4. Make changes here to change options regarding your voice mail.



If you have any questions regarding your new Unified Messaging system you can contact the **Service Desk** at **(541)885-1470** and they will provide you with assistance. Thank you and welcome to Unified Messaging.



Voice User Interface