

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 <https://mail.oit.edu> 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.

Quick Start Guide for Outlook Voice Access

Voice User Interface

Key:

- 0 Repeat Menu
- 1 Turn On/Off Telephone Greeting (that lets people know you're away)
- 2 Record Greetings
- 3 Change Your PIN
- 4 User Interface
- 5 Change the Local Time Zone
- 6 Use the 12- or 24-Hour Time Format
- 7 Return to Main Menu

Welcome Menu

- Out the Voice Access Number
- From a phone that is not U.S.-enabled
- Enter your PIN and press #. If this is not your mailbox, press *. If you choose to access your mailbox from a phone that is not U.S.-enabled, your personal contacts will be provided for a PIN.
- You have 1 new voice message, 10 new e-mail messages, and your next meeting is at 10:00 A.M.*

Message Summary

- Voice Message: Priority, From, Date, Message Body
- Play E-Mail Messages and Calendar Items

Play E-Mail Messages and Calendar Items

- E-Mail Message: Priority, From, Date, Message Body
- Meeting Request: Organizer, Time, Location, and Subject

Play Meeting Summary

- Meeting Request: Organizer, Time, Location, and Subject

For the Meeting You Are Currently Listening To

- You can say:
 - "Next Message"
 - "Next Day"
 - "Reply"
 - "Previous Meeting"
 - "Call Location"
 - "Call Organizer"
 - "I'll Be Late"
 - "Accept/Decline/Cancel"
 - "Clear My Calendar"
 - "Meeting Details"
 - "Attendance Details"
 - "Reply All"
 - "Forward"
 - "Select Language"
 - "First or Last"

Available During E-Mail and Meeting Request Playback

- "Next Message"
- "Next Unread"
- "Previous"
- "End"
- "Read the Header"
- "Accept"
- "Decline"
- "Tentatively Accept"
- "Forward"
- "Reply All"
- "Flag for Follow-Up"
- "Mark as Unread"
- "Delete Conversation"
- "Call"
- "Delete"
- "Rewind"
- "Fast Forward"
- "Slow Down"
- "Faster"
- "Pause"
- "Select Language"
- "Find by Name"

Available During Voice Mail Playback

- "Next Message"
- "Next Unread"
- "Previous"
- "End"
- "Play Header"
- "Forward"
- "Reply"
- "Flag for Follow-Up"
- "Call"
- "Delete"
- "Rewind"
- "Fast Forward"
- "Slow Down"
- "Faster"
- "Pause"
- "Find by Name"

Find by Name

- Say the person's name from the directory or say "Personal Contact". For example, you can also say, "Find message from [directory name]".

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Contact Details

- Business Address
- Home Address
- Other Address
- Mobile Phone Number
- Business Phone Number
- Home Phone Number
- E-Mail One
- E-Mail Two
- E-Mail Three

Directory Contact

- Office Phone Number
- Location
- First part of the E-Mail Address

Record

- Record the message, then press # and say:
 - "Send It"
 - "Send it with High Importance"
 - "Send it Marked as Private"
 - "Play It Back"
 - "Start Over"
 - "Cancel"

Contact Options

- "Call the Office"
- "Call the Mobile Number"
- "Send a Message"
- "Find Another Contact"
- "Play Details"

Go to the touchtone interface

- Directory / Personal Contacts
- Say the name of the contact

Go to the touchtone interface

- Go to the touchtone interface

From the touchtone interface

- You can say:
 - "Speed Mail"
 - "E-Mail"
 - "Calendar"
 - "Personal Contacts"
 - "Directory"
 - "Personal Options"

Press 0 to go to the touchtone interface

- Go to the touchtone interface

Go to the touchtone interface

- Go to the touchtone interface

Confirm Greeting

- Turn On/Off Automatic Replies

Enter the current local time

- In 24-hour format, for example, for 3:30 PM, enter 15-30.

Clear My Calendar

- Starting with the current appointment you can say:
 - A time – for example "3:30 P. M."
 - A number of days – for example, "2 days"

I'll Be Late

- For example, you can say, "I'll be 3 minutes late", "10 to 15 minutes" or "I don't know".

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Available at all times

- "No Menu"
- "Speed Mail"
- "E-Mail"
- "Calendar"
- "Personal Contacts"
- "Directory"
- "Personal Options"

Use the keypad to send

- Use the keypad to send

Voice User Interface