TUFTS TECHNOLOGY SERVICES
TRAINING & DOCUMENTATION DEPARTMENT

TUFTS UNIFIED MESSAGING
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**INTRODUCTION**

Unified Messaging is a feature that combines your voicemail and email messages into one mailbox allowing messages to be accessed from your phone or Outlook email. Whether you’re on the road or in the office, you can have access to your messages in one step.

**FEATURES**

Using your telephone, you can listen to both voicemail and email messages and get a summary of your calendar. If you’re in the car and running late, you have the option of sending an “I’m running late” message to meeting attendees without having to type an email. In addition, new voicemail messages will appear as emails in your Outlook mailbox. Unified Messaging will translate voicemail (audio) to text allowing you to read your voicemail as an email. An audio recording is also attached to the email making listening to the message on your computer or telephone an option.
OUTLOOK VOICE ACCESS

Using your touch-tone phone, you can access the Outlook Voice Access system to retrieve voicemail and email messages, and your calendar. Outlook voice access includes both voice activated and dialing options.

Outlook Voice Access allows you to complete the following tasks:
- Retrieve, listen to, reply to, create, and forward voice or e-mail messages.
- Listen to or change calendar information.
- Change personal options, such as changing a PIN, or call or send a voice message to a personal contact.

OUTLOOK VOICE ACCESS MENU OPTIONS

- Voicemail – Listen to new voicemail messages and delete messages.
- Email – Listen to new email messages and delete messages.
- Calendar – Listen to your schedule for the day, send “I’m running late messages”, cancel meetings or contact the meeting organizer.
- Personal Contacts – Call a personal contact or locate.
- Directory – Locate a contact by first name and last name.
- Personal Options – Change settings for your mailbox including your PIN.
  - Note: This menu option is not voice activated and requires you to use a keypad when entering options.

LOGGING IN TO OUTLOOK VOICE ACCESS

1. Call the Outlook Voice Access number appropriate for your location as listed below:

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<th>Number</th>
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<tr>
<td>Medford/Somerville</td>
<td>x75300 or (617) 627-5300</td>
</tr>
<tr>
<td>Boston</td>
<td>x64000 or (617) 636-4000</td>
</tr>
<tr>
<td>Grafton</td>
<td>x88700 or (508) 839-8700</td>
</tr>
</tbody>
</table>

2. Enter your extension.
3. Enter your Personal Identification Number (PIN), and press #.
   a. If this is your first time logging in, enter your temporary PIN and press #. You will be prompted to select and enter a new PIN.

CHANGING YOUR PERSONAL IDENTIFICATION NUMBER (PIN)

To change your PIN, complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login.
2. From the Outlook Voice Access Main Menu, say **Personal Options**.
3. Press 3 to change your PIN.
4. Enter your new PIN, and then press #.
5. Press # again to confirm your new PIN.

**RETRIEVING A LOST PIN**

If you cannot remember your PIN, you can have a temporary PIN emailed to you through Outlook Web Access. To retrieve a temporary PIN, complete the following steps:

2. Enter your Tufts Username and Tufts Password.
3. Click **Sign In**.
4. In the upper right corner, select **Options – See All Options**.
5. From the left menu, select **Phone**. Your Voicemail options display.

6. Locate the Reset PIN section. Click the **Reset my voice mail PIN** link. You will receive an email with a temporary PIN. Use this temporary PIN to access your voicemail. When prompted, enter a new PIN.
**RECORDING YOUR NAME**

It is highly recommended to record a personal greeting and your name to personalize your mailbox. If you do not record your name, callers will hear a computer-recorded voice will stating your name.

1. Call Outlook Voice Access using the number appropriate for your location and login.
2. From the Outlook Voice Access Main Menu, say **Personal Options**.
3. Press 2 to record greetings
4. Press 3 to record your name.
   a. To accept your recording, press 1.
   b. To reject your recording and re-record, press 2.

**RECORDING AN INTERNAL GREETING**

It is highly recommended to record a personal greeting and your name to personalize your mailbox. If you do not record your name, callers will hear a computer-recorded voice will stating your name.

1. Call Outlook Voice Access using the number appropriate for your location and login.
2. From the Outlook Voice Access Main Menu, say **Personal Options**.
3. Press 2 to record greetings.
4. Press 1 to record a greeting.
   a. To accept your greeting, press 1.
   b. To reject your greeting and re-record, press 2.

**RECORDING AN EXTERNAL GREETING**

To record your out of office message, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login.
2. From the Outlook Voice Access Main Menu, say **Personal Options**.
3. Press 2 to record greetings.
4. Press 2 to record a greeting for when you are out of the office.
   a. To accept your greeting, press 1.
   b. To reject your greeting and re-record, press 2.
ACTIVATING TOUCH TONE MENU OPTIONS

By default, Outlook Voice Access is voice-activated. However, you have the option of disabling the voice commands and enabling your touch-tone keypad.

To enable your touch-tone menu options, complete the following steps:

1. Dial Outlook Voice Access for your location and login to your account.
2. Say Personal Options.
3. Press 4 to start using the touch-tone interface.
4. Press * to return to the Main Menu.
VOICEMAIL

When you say “Voicemail” from the Outlook Voice Access Main Menu, you will receive a summary of your most recent messages. The system begins by reading your first message out loud.

You have the following voice-activated options when listening to voicemail:

- Play – plays the current message.
- Next Message – marks the current message as read and skips to the next message.
- Delete Message – deletes the current message
- End – jumps to the end of the message.
- Reply – records a reply to the email message
- Reply All – records a reply to the email that is sent to all recipients
- Mark as Unread – marks the message as unread and go to the next message.
- Main Menu – returns to the main menu.

VOICE ACTIVATED OPTIONS

LISTENING TO VOICEMAIL

To listen to voicemail, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, say Voicemail. Your most recent voicemail message is read.
3. While listening, say any of the following options:
   a. Beginning to move back to the beginning of the message.
   b. Pause to pause the message.
   c. Fast Forward to fast-forward, and skip portions of the message.
   d. Faster to have the message read more quickly.
   e. Play to continue playing the message.
   f. End to go to the end of the current message.
4. After listening, say one of the following options:
   a. Next Message to move to the next message in your mailbox.
   b. Delete Message to delete the message.
      i. Note: When you delete a voicemail using the telephone system, the voicemail (email with sound file attachment) is also deleted from your Outlook mailbox.
   c. Main Menu to return to the main menu.
REPLYING TO A VOICEMAIL MESSAGE
To reply to a voicemail message, complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, say Voicemail. Your most recent voicemail message is read. If necessary, say Next Message repeatedly until you locate the desired message.
3. Say Reply to reply to the message. When prompted, record your message. Press # when you are finished.

FORWARDING A VOICEMAIL MESSAGE
To forward a voicemail message, complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, say Voicemail. Your most recent voicemail message is read. If necessary, say Next Message repeatedly until you locate the desired message.
3. Say Forward to forward the message. Outlook Voice Access will ask you to search the directory to locate the name of the person you wish to send the message to. For the person you wish to find, say the last name first or spell their email address. When prompted, record your message.

TOUCH TONE ACTIVATED OPTIONS
LISTENING TO VOICEMAIL
To listen to voicemail, complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, press 1 for voicemail. Your most recent voicemail message is read.
3. While listening, say any of the following options:
   a. Press 11 to move back to the beginning of the message.
   b. Press 2 to pause the message.
   c. Press 3 to fast-forward and skip portions of the message.
   d. Press 6 to have the message play faster.
   e. Press 33 to go to the end of the current message.
4. After listening, say one of the following voice-activated options:
   a. Press # to move to the next message in your mailbox.
   b. Press 7 to delete the message.
      i. Note: When you delete a voicemail using the telephone system, the voicemail (email with sound file attachment) is also deleted from your Outlook mailbox.
   c. Press 00 to return to the main menu.
**Replying to a Voicemail Message**

To reply to a voicemail message, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Press 1 for Voicemail. Your most recent voicemail message is read. If necessary, press # repeatedly until you locate the desired message.
3. Press 8 to reply to the message. When prompted, record your message. Press # when you are finished.

**Forwarding a Voicemail Message**

To forward a voicemail message, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, press 1 for voicemail. Your most recent voicemail message is read. If necessary, press # repeatedly until you locate the desired message.
3. When you have located and listened to the desired message, press 6 to forward the message.
4. Outlook Voice Access will ask you to search the directory to locate the name of the person you wish to send the message to. Using the keypad, enter the person’s name with the last name first.
   a. To enter an email address, press ## and follow the prompts. Outlook will identify possible contacts. Press the number corresponding to the selected user.
5. After identifying the correct user, you have the following options:
   a. Press 1 to record a message to introduce the forwarded message or
   b. Press # to forward the message.
**EMAIL**

**VOICE ACTIVATED OPTIONS**

**LISTENING TO EMAIL MESSAGES**
To listen to e-mail messages do the following:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Say **Email**. The Unified Messaging server will read the name, subject, time, and priority of the first unread e-mail message.
3. Next, say one of the following options:
   a. **Next message** to mark the message as Read and go to the next e-mail message.
   b. **Mark unread** to keep the message marked as Unread and go to the next message.
   c. **End** to jump to the end of the message.
   d. **Delete** to delete the message.

**REPLYING TO EMAIL MESSAGES**
To listen to e-mail messages complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Say **Email**.
3. Say **Next Message** repeatedly until you reach the desired message you wish to reply to.
4. Listen to the message or say **End** to go to the end of the message.
5. Say one of the following:
   a. **Reply** to reply to the sender.
   b. **Reply all** to reply to the sender and all other recipients.
   c. **Forward** to forward the message to another user or group.
   d. To accept the reply message and send it, say **Send it**.

**LISTENING TO THE NEXT UNREAD EMAIL MESSAGE**
To listen to an e-mail message and then go to the next unread message, do the following:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Say **Email**.
3. Say **Next Unread**. Say **Mark Unread** if you want to mark the message as Unread.

**FLAGGING AN EMAIL MESSAGE FOR FOLLOW UP**
To listen to e-mail messages and flag messages for follow up, do the following:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Say Email.
3. Say Next Message repeatedly until they reach the e-mail message that they want to flag for follow up.
4. Say b Unread to mark the message as Unread.
5. Listen to the message or say End to go to the end of the message.
6. Say Flag or Flag for Follow Up to flag the message for follow up.

TOUCH TONE ACTIVATED EMAIL OPTIONS

LISTENING TO EMAIL MESSAGES
To listen to e-mail messages using your touch-tone phone, complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Press 2 to access email. The Unified Messaging server will read the name, subject, time, and priority of the first unread e-mail message.
3. Next, choose one of the following options:
   a. Press # to move to the next message.
   b. Press ## to move to the next unread message.
   c. Press 1 to replay the message.
   d. Press 2 to pause the message.
   e. Press 7 to delete the message.
   f. Press 8 to reply to the message.
   g. Press 88 to reply All to the message.
   h. Press 0 to have all of the menu options repeated to you.
   i. Press 00 for more options.
   j. Press * to return to the main menu.

REPLYING TO EMAIL MESSAGES
To reply to e-mail messages using your touch-tone phone complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Press 2 to access email.
3. Press # repeatedly until you reach the desired message you wish to reply to.
4. Listen to the message or press 33 to go to the end of the message.
5. Complete one of the following:
   a. Press 8 to record a reply to the sender.
   b. Press 88 to record a reply to the sender and all other recipients.
   c. Press 6 to forward the message to another user or group.
6. When prompted, say your message and press #.
7. To accept the reply message and send it, press 1.

LISTENING TO THE NEXT UNREAD EMAIL MESSAGE
To listen to an e-mail message and then go to the next unread message, do the following:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Press 2 to access email.
3. Press ## to skip to the next unread message.

FLAGGING AN EMAIL MESSAGE FOR FOLLOW UP
To listen to e-mail messages and flag messages for follow up, do the following:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Press 2 to access email.
3. Listen to the message or press 33 to go to the end of the message.
4. Press # repeatedly until you reach the desired message.
5. Press 44 to flag the message for follow up.
MANAGING YOUR CALENDAR

Using your touchtone phone, you can listen to, reply to, create, and forward items in your calendar.

VOICE ACTIVATED OPTIONS

LISTENING TO YOUR CALENDAR

To listen to your calendar, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, say Calendar. The first meeting on your calendar is read.
3. Say one of the following options:
   a. Next to listen to the details of your next meeting.
   b. Cancel Meeting to cancel the meeting. You must be the meeting organizer to use this option.
   c. Meeting Details to hear the date, time, and meeting location.
   d. Clear My Calendar to cancel all of your meetings for the day.

SENDING AN I'LL BE LATE MESSAGE

To send an I'll be late message to meeting participants complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Say Calendar for Today.
3. Listen to the meeting request.
4. After the meeting request has been read, say, I'll be Late.
5. When Outlook Voice Access asks, "How late?", say the desired number of minutes. For example, if you need 10 minutes, say 10 Minutes.
6. When Outlook Voice Access asks, "Do you want to record a message?", say Yes. Record your message, and then say Send It.

CANCELLING A MEETING

Note: In order to use this feature, you must be the meeting organizer. To cancel a meeting, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Say Calendar for Today to access your calendar.
3. Listen to the meeting request.
4. After the meeting request has been read, say Cancel Meeting.
5. Say Yes to confirm the meeting cancellation.
6. (Optional) When Outlook Voice Access asks you if you want to attach a recorded message, say **Yes**. Record the message, and then say, **Send It**.

**CLEARING YOUR CALENDAR**

To clear your calendar, complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Say **Calendar for Today** to access your calendar.
3. Say **Clear My Calendar**.
4. Enter the time or the number of days to be cleared.
5. (Optional) When Outlook Voice Access asks whether you want to attach a recorded voice message, say, **Yes**. Record your message, and then say, **Send It**. If you do not want to send an attached recorded voice message, say **No**.

**ACCEPTING A MEETING REQUEST**

To accept a meeting request, complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Say **Email** to access your email.
3. Listen to the e-mail message that contains a meeting request.
4. Say **Accept** to accept the meeting request.

**REPLYING TO A MEETING REQUEST**

To reply to a meeting request, complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Say **Calendar for Today**.
3. Listen to the meeting requests to locate the meeting request to reply to.
4. Say **More Options** to open the More Options menu.
5. Say **Reply** to reply to the meeting organizer.
6. Record a message.
7. Say **Send It**.

**TOUCH TONE ACTIVATED OPTIONS**

**LISTENING TO YOUR CALENDAR**

To listen to your calendar, complete the following steps:
1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. Press 3 to hear your Calendar.
3. Your first meeting of the day is read. Choose one of the following options:
a. Press 1 to play the meeting details again.
b. Press 6 to forward the meeting to another user.
c. Press 7 to decline or cancel the meeting.

**Sending an I'll Be Late Message**

To send an I'll be late message to meeting participants complete the following steps:
1. Press 3 to access the calendar. Outlook Voice Access begins by reading the details of your next meeting.
2. Press # repeatedly until you reach the desired meeting.
3. Press 3 to send an I'll be Late message.
4. When Outlook Voice Access asks, "How late?", enter the desired number of minutes. For example, if you need 10 minutes, press 10, and then press #.

**Cancelling a Meeting**

Note: In order to use this feature, you must be the meeting organizer. To cancel a meeting, complete the following steps:
1. Press 3 to access the calendar. Outlook Voice Access begins by reading the details of your next meeting.
2. Press # repeatedly until you reach the desired meeting.
3. Press 7 to cancel the meeting.

**Clearing Your Calendar**

To clear your calendar, complete the following steps:
1. Press 3 to access the calendar. Outlook Voice Access begins by reading the details of your next meeting.
2. Press # repeatedly until you reach the desired meeting.
3. Press 77 to clear your calendar for the day.

**Accepting a Meeting Request**

To accept a meeting request, complete the following steps:
1. Press 3 to access the calendar. Outlook Voice Access begins by reading the details of your next meeting.
2. Press # repeatedly until you reach the desired meeting.
3. Press 4 to accept the meeting request.

**Replying to a Meeting Request**

To reply to a meeting request, complete the following steps:
1. Press 3 to access the calendar. Outlook Voice Access begins by reading the details of your next meeting.
2. Press # repeatedly until you reach the desired meeting.
3. Press 8 to reply to the meeting request.
4. When prompted, record your meeting. Press # when you have finished recording.
USING THE DIRECTORY

Use the directory to locate members of your organization.

VOICE ACTIVATED DIRECTORY OPTIONS

SENDING A VOICE MESSAGE TO A CONTACT IN THE DIRECTORY

You can locate and send a voice message to another person in the directory. To send a voice message, complete the following steps:

2. Say the name of the person to locate.
   a. If Outlook Voice Access has correctly located the name of person you wish to locate, say Yes. Otherwise, say No.
3. Say Send a Message, and then record the voice message.
4. Say Send It to send the message.

LOCATING A CONTACT IN THE DIRECTORY

To locate and call a contact in the directory, complete the following steps:

2. Say the name of the person to locate.
   a. If Outlook Voice Access has correctly located the name of person you wish to locate, say Yes. Otherwise, say No.
3. Say Call the Office to reach the individual at work.

TOUCH-TONE ACTIVATED DIRECTORY OPTIONS

SENDING A VOICE MESSAGE TO A PERSON IN THE DIRECTORY

You can locate and send a voice message to another person in the directory. To send a voice message, complete the following steps:

1. Call Outlook Voice Access, and login to your mailbox.
2. Press 5 to compose a voice message.
3. Search the directory for a name. Using the keypad, enter the name of the desired person starting with the last name first. Outlook Voice Access will locate the person. If the person selected is correct, press the assigned number to confirm.
4. Press 1 to record a message
5. After the tone record your message. Hang up when finished.

LOCATING A PERSON IN THE DIRECTORY

To locate and call a contact in the directory, complete the following steps:

1. Call Outlook Voice Access, and login to your mailbox.
2. Press 4 for Personal Contacts.
3. Press 00 to search the directory. Use the keypad to spell the name of the person you wish to find with the last name first or enter their email address.
4. Outlook Voice Access will locate the person. If the person selected is correct, press the assigned number to confirm. Details for that person will be read aloud including business address and business phone number.
5. Upon hearing the person’s details, you have the following options:
   a. To replay the contact’s details, press 1.
   b. To call the contact, press 2.
   c. To send a voice message, press 3.
   d. To find another contact, press 4.
   e. To cancel, press *.
PERSONAL OPTIONS

Use this menu to access the following options:
- Turn on/off Telephone Greeting (that let’s people know you’re away)
- Record Greetings
- Change Your PIN
- Change to the Touch Tone/Voice Activated Interface
- Change the Local Time Zone
- Use the 12 or 24 hour Time Format

Note: Use of these options requires the use of your telephone keypad.

TURNING ON/OFF TELEPHONE GREETING (OUT OF OFFICE)

Use this feature to record greetings for when you are out of the office.

1. Call Outlook Voice Access, and login to your mailbox.
2. Say Personal Options or Press 6.
   a. Note – use of these features requires the use of your telephone keypad.
3. Press 1 to Turn On Your Telephone Greeting.
   a. If you have previously recorded an out of office message, you will need to re-record it. Press 2 to re-record your message.
   b. Otherwise, press 1 to record your greeting. If you do not record a greeting, a standard greeting is played.

By enabling this feature, you also have the option of turning on automatic replies (e.g. out of office) in your Outlook email. Press 1 to send automatic replies or press * to cancel.

If you want to create an email message for your automatic replies, you will need to open your Outlook email or use Outlook Web Access.

RECORDING GREETINGS

Use these options to record greetings for your mailbox including your personal greeting, out of office message, and your name.

RECORDING A PERSONAL GREETING

Your personal greeting is played to callers when you are unavailable (e.g. away from your phone or currently on the line). If you do not record a personal greeting, a default message is played.

To record a personal greeting, complete the following steps:
1. Login to Outlook Voice Access.
2. Say Personal Options or Press 6.
3. Press 2 to Record Greetings.
4. Press 1 to Record a Personal Greeting.
5. When prompted, record your greeting. When you are finished, press #.
6. Personal Greeting 1
7. Played to callers when you are on the phone. Who request o leave a message when your extension is busy or when they leave you a message.

**RECORDING A GREETING FOR WHEN YOU ARE AWAY**

The away greeting is played to callers who ask to leave a message when automatic replies are turned on. Automatic replies can be enabled using the Turn On/Off Telephone Greeting option within the Personal Options menu. If you do not record a greeting, a standard greeting is played to callers.

To record a greeting, press 1.
To cancel Press *

1. Login to Outlook Voice Access.
2. Say **Personal Options** or Press 6.
   a. Note: You must use your telephone keypad to use this option.
3. Press 2 to Record Greetings.
4. Press 2 to Record a Greeting for When You Are Away.
   a. To record a greeting, press 1. Press # when you are finished.
   b. To cancel, press *.

**RECORDING YOUR NAME**

When callers attempt to leave you a message or find you in the directory, Outlook Voice Access will play your name aloud. By default, OVA will play your name using its own pronunciation of your name.

Press 1 to record your name.
Press * to use the pronunciation of your name provided by Outlook Voice access.

If you have recorded your name previously, you will be asked to review the name first. After listening, press 1 to accept it.
Press 2 to re-record.

To delete and use the default greeting, press 3.
To cancel, press *.
ADVANCED FEATURES

OUTLOOK CALL ANSWERING RULES

Using Call Answering Rules, you can create rules that let you specify how you want incoming calls to be handled. You can set up call answering rules to handle calls based on a condition such as the time of the day, transfer an incoming call to another phone number, or use the Find Me feature to call other phone numbers that you set up.

WHAT ARE CALL ANSWERING RULES?

If your mailbox is enabled for Exchange Server 2010 Unified Messaging, you can set up to nine call answering rules. These rules are different from the Inbox rules that you set up. By default, no call answering rules have been created for you. All callers will be prompted to leave you a voice message until you set up call answering rules. If you're satisfied with having the voice mail system just answer your incoming calls and record a voice message, you don't have to create any call answering rules. However, if you decide that you want to set up conditions or actions, you can set them up by using the Call Answering Rules section on the Voice Mail tab in Outlook Web App. Use the Call Answering Rules section, shown below, to create, edit, and delete call answering rules.

To create a new call answering rule, click New Rule.
WHAT ARE THE PARTS OF A CALL ANSWERING RULE?

Each call answering rule that you create contains two key parts:

- **Conditions** – The criteria that must be met before the rule can be applied to an incoming call.
- **Actions** – The options that should be presented to the caller when all the conditions are met. These actions will be read to the caller over the phone, and the caller can then choose what they want to do using the keypad on their phone.

The following figure shows the form for creating a call answering rule. The form is divided into two columns. The right column displays the list of available conditions and actions you can use to build the rule. The left column displays the list of conditions and actions that have been added to the rule.
**CONDITIONS**

Conditions are rules that you can apply to call answering rules. By using a combination of conditions, you can create multiple call answering rules that will trigger when the conditions are met. To create a default rule that will be applied to every call, you create a rule that doesn't contain any conditions.

There are four conditions that can be used when you set up call answering rules, including:

- Caller ID
- Time-of-the-day
- Free/busy status
- Automatic e-mail reply is enabled/disabled

Use one of the following options to add a condition for a call answering rule.

**Actions**

Actions are used to define what you want to happen when a condition is met. The three kinds of actions are:

- Find-Me
- Call Transfer
- Leave a Voice Mail

Use one of the following options to add an action for a call answering rule.

**Adding a Find-Me Action**

When a caller selects Find-Me, the voice mail system will attempt to locate you at up to two different phone numbers, and then connect the caller to you if you're available at one of the phone numbers. To add Find-Me to your list of actions, click **Find me at the following numbers...**.
In the Find-Me dialog box, specify the phone numbers and other settings. The settings that are available are listed below.

![Find-Me dialog box]

You can specify text that will be read to the caller. For example, if you enter "Urgent Matters" to inform your callers that they should only select this action if they have important things to discuss with you, the voice mail system will say "For Urgent Matters, press the 1 key."

You have to associate the Find-Me action with the number on the telephone keypad that the caller will have to press to select this action. In the example above, the 1 telephone key is the number callers will press to reach you at one of the phone numbers you specify.

Next, you have to specify the one or two phone numbers that the voice mail system will dial. If you specify two telephone numbers, the second number will be dialed if you're not available at the first. Each phone number that you specify has an associated duration. The duration is the time period during which the voice mail system will try to dial the phone number before it moves on to the next number. Or, if you can't be contacted, the voice mail system will go back to the options menu.

After you've entered this information, click **Apply** to save the Find-Me settings.

**Adding Call Transfer Options**

By setting a Call Transfer action, you provide callers with the option to be transferred to another person's phone number. To add Call Transfer to your list of actions, click **Transfer the caller to...**

The **Transfer the Caller** dialog box is shown below.
There are several options that are available when you want to transfer an incoming call to another phone or Contact, as follows:

- You can specify text that will be read to the caller. For example, you can enter “Important Matters” to inform your callers that they should choose this option if they have an important matter to discuss and need to speak to someone.
- You have to associate the Call Transfer action with the number on the telephone keypad that the caller will have to press to select this action.
- When you choose the Call Transfer action, you have to specify a person or phone number for the caller to be transferred to. You can choose a phone number or select a Contact to be called when the caller presses the correct key on the telephone keypad. If you specify a contact who's within your company directory, the voice mail system will try to transfer the call to the extension number of that contact.
- In addition to specifying a person or number for the caller to be transferred to, you also need to specify the number on the telephone keypad that the caller will have to press to select the Call Transfer action.
- After you’ve entered this information, click Apply to save the Call Transfer settings.

Adding and Removing the Leave a Voice Mail Action

By default, the voice mail option is automatically added to each call answering rule. If you don’t want to offer this option, you can remove it by clicking Remove. Press the # key to record a voice message. If you’ve removed the option for receiving a voice message, you can add it back by clicking the Leave a voice message option.

Recording a Personalized Voice Mail Greeting

You can record a custom greeting for each call answering rule you create. By default, Unified Messaging will generate a default greeting based on the actions
you've configured. To record a custom greeting, you can click the Call the Play on Phone number to play or record a greeting for this call answering rule...

in the **Call Answering Rule** window and the voice mail system will call you so you can record a greeting. In your recording, you should include any actions you've configured on the rule itself. The voice mail system won't list the actions if you've recorded a custom greeting.

You can also allow callers to interrupt your voice mail greeting while it's being played for callers, or prevent them from doing so, by selecting or clearing the Let callers interrupt the greeting while it's being played check box.

**SAVING CALL ANSWERING RULES**

Before you save your rule, you have to give it a meaningful name. After you do this, click **Save and Close** to create the rule. Next, you should test to make sure the call answering rule is working you want it to by trying to call your phone extension and waiting for the call to be answered by Unified Messaging.

**Using Voice Activated Options to Read Email in Other Folders**

*Note: This option is not configurable from your phone.*

Inside the Voicemail page, you can opt to read your mail oldest to newest, and also choose the folder you would like to be read.

- It is not possible to change this folder from within your phone menu on the fly.