

Getting Started with UM

PREFACE

Welcome to Exchange Unified Messaging. This system will replace the legacy voice mail system and provide additional functionality. Our Exchange Servers will provide voice access to your mailbox as well as a virtual answering machine for your ETHZ telephone integrated with your mailbox too.

Now your e-mail and voice mail messages are all placed into one mailbox that can be accessed through many different devices such as a telephone, mobile phone, or computer.

Unified Messaging offers a combined inbox for your email and voicemail with speech commands that let you:

- Listen to the voice messages leaved on your “answering machine” by clicking in the MP3 file sent to your mail.
- Keep the voice mail files as long as you like, you decide when to delete them.
- Listen to your voicemail as well as your email and calendar items over the phone with text to speech
- View caller information if it is available in your contacts direct on the voice mail
- View missed call information

This guide is meant to be a tool to show you both the basic and advanced functionality of the voicemail portion of this communication platform.

VOICEMAIL BOXES PROFILES

Please notice that not all ETHZ telephones are connected to a modern VoIP telephone hub. For those telephone sets connected to legacy hubs we can only offer a reduced functionality.

Depending on which telephone hub is available for you, an adequate profile will be assigned to your voicemail service:

- Basic Profile, for legacy hubs
 - Configuration over the telephone set
- Enhanced profile, for VoIP hubs
 - Configuration over the telephone set and the web mail interface (OWA)
 - Possibility to create answering Rules

TYPES OF VOICEMAIL BOXES

Individual Voicemail Users

This is the most common type of mailbox. After your Exchange mailbox and your telephone number have been enabled for Unified Messaging Voicemail you will receive a welcome email from Exchange containing:

- The telephone number to access voice mail (39990)
- Your UM Policy (Enhance(/Basic)
- Your extension number
- A random generated PIN

Shared & Departmental Voicemail Users

A shared or departmental voicemail box is set up for situations when more than one person manages the messages. The shared departmental voicemail box must be attached to an email address so that both email messages and voicemail messages are captured in the same account.

Setting up such a voicemail box requires coordination between all the individuals who have access because one person will need to record the name and greeting as well as change the PIN. Once these steps are taken the voicemail can be managed entirely through Outlook. However, the PIN should be communicated to all users as access is needed through the telephone at any time.

HOW TO SET UP YOUR VOICEMAIL

First Time Set Up From a Phone

Before you begin setting up your voice mail greeting, you will need to know your PIN. Your PIN will be sent to you in an e-mail message from the UM Server.

The first time you dial into your mailbox you will be asked to set up your greeting and name identifier.

1. Call extension 39990 on your desk phone
2. If you are not calling from your office phone, you will need to enter your 5 digit extension. The automated system will pronounce your name.
3. Enter your PIN and press #.
4. Follow the prompts to record your name in your own voice. This will serve as identification to you callers.
5. Follow the prompts to record a personal greeting which will be played to callers when you are not able to answer. You can always change this later. (If you don't record a greeting, a standard greeting will be played.)
6. The first site setup is complete when you hear the system say: "Your voice mail has been set up. Please say voice mail, e-mail, calendar, personal contacts, directory or personal options."

HOW TO USE YOUR VOICEMAIL

Once your voice mail is configured you only have to forward your calls on your telephone apparatus to the number **39990**.

To deactivate the voice mail simply deactivate the forward in your telephone apparatus.

HOW TO ACCESS YOUR VOICEMAIL

Access Your Voicemail from a Phone

1. Call extension 39990 on your desk phone or dial the access phone number: +41 44 63 39990.
2. If you are calling from a different telephone as yours, you will be asked for your telephone extension.
3. You will hear your name and a request for your PIN.
4. Enter your PIN and press #. Then you will hear something similar to: "You have 3 new voice messages, 4 new e-mail messages, and your next meeting is at 9 A.M. Please say voice mail, e-mail, calendar, personal contacts, directory or personal options."
5. Say "Voice Mail".
6. The system will open your mailbox and play the voice mail messages. Here are a few useful voice commands while listening to your voice mail:
 - "Next" Plays the next voice mail message
 - "Previous" Plays the previous voice mail message
 - "Delete Message" Deletes the current voice mail message
 - "Forward" Forwards the voice mail to another user
 - "Faster" Plays the current voice mail message faster
 - "Slow down" Plays the current voice mail message more slowly
 - "Pause" Pauses the current voice mail message
 - "Repeat" Repeats the current voice mail message
 - "Main Menu" Exits to the main menu

Important: If you delete a voice mail message here, you won't be able to undelete the message using the telephone, but you can still access it Deleted Items folder in Outlook.

Access Your Voicemail from Outlook

With Exchange Unified Messaging, all voice mail messages and missed calls notifications are delivered directly to your existing Outlook Inbox and can be played through the computer speakers, headphones or on your phone. Exchange Unified Messaging offers one convenient place to manage e-mail and voice mail with new options such as forwarding voice mail with comments or attachments just like a regular e-mail message.

1. Open Outlook. Voicemail and missed calls will appear in the Inbox folder along with your email.

2. Double click on the message (or view the reading pane) and you will see an integrated Microsoft® Windows Media Player.
3. Simply click on the Play button and listen to the message through the computer speakers.
4. If the calling telephone number is known to the UM Server you will also receive additional information about the caller such as mail address, other telephone numbers, etc.

MANAGING VOICEMAIL OPTIONS THROUGH OUTLOOK WEB APP

The best way to manage your voicemail options is through the Outlook Web App (OWA), which you can access directly via the web at <http://mail.ethz.ch/owa> or through the File tab of Outlook 2010.

From OWA you can reset your PIN, select Greetings, manage your Voice Access, specify your Play on Phone settings, choose your Voicemail Preview preferences, and specify your notifications.

Accessing Voice Mail Options through Outlook Web App

1. Go to <http://mail.ethz.ch/owa> and login
2. Click on the Option button on the upper right corner of the window
3. From the left-hand menu, click the Phone link

Accessing Voice Mail Options through the Outlook 2010 for Windows

1. From the File tab, click on the Info button
2. Select Manage Voice Mail (at the bottom of the page).
3. This will send you to OWA to continue managing your Voicemail.

Both previous options bring you to the configuration window. What you will see here, depends on your Profile (see pictures in Appendix I).

Reset PIN

1. Click the Reset my voice mail PIN... link and verify you want to reset your PIN in the dialog box that appears.
2. An email containing a new temporary PIN will be sent to your inbox.

Greetings

1. Click on a radio button to select the desired greeting option.
2. Click Call me to play or record the selected greeting to listen to and/or change your greeting.
3. Be sure to save your settings by clicking Save at the bottom of the page.

Outlook Voice Access

These options are for when you access your mailbox via a telephone. You can change the order in which new voicemails are played and choose which email folder is accessed when you call for your email.

Notifications

You can choose to receive a notification in your inbox when you miss a phone call and the caller does not leave a message. You can disable that missed call notification here. Be sure to scroll to the bottom of the page and click Save to save your settings.

Call Answering Rules

You can define special rules to handle calls when you send your calls to voice mail:

- Different actions on different conditions
- Different greetings
- Transfer calls instead of sending them to the answering machine
- etc.

The rules listed in this section will be applied in the order shown.

Appendix I

Basic Policy – OWA/Phone/Voice Mail Properties

The screenshot displays the Outlook Web App interface for a user named 'Test Mailbox caltest2'. The left-hand navigation pane is expanded to 'Phone', with 'Block or Allow' selected. The main content area is titled 'Voice Mail' and contains several configuration sections:

- Reset PIN:** A section explaining how to reset the PIN used for phone access, with a link to 'Reset my voice mail PIN...'
- Outlook Voice Access:** A section explaining how to use a phone to access voice mail, e-mail, calendar, and contacts. It includes radio buttons for 'From newest to oldest' (selected) and 'From oldest to newest'. Below this, it states 'You can choose the e-mail message folder to read when you call in to Outlook Voice Access.' with a link to 'Read this folder: Inbox'.
- Greetings:** A section titled 'Greetings' explaining that users can choose which greeting callers hear. It includes radio buttons for 'Default voice mail greeting' (selected) and 'Greeting that lets callers know I'll be away for an extended period of time'. A link 'Call me to play or record the selected greeting...' is provided.
- Play on Phone:** A section titled 'Play on Phone' explaining that the voice mail system calls a number when the 'Play on Phone' button is clicked. A text input field contains the number '35904'.
- Notifications:** A section titled 'Notifications' explaining that users can receive notifications when people call and don't leave a voice message. A checkbox 'Send an e-mail message to my Inbox when I miss a phone call' is checked.

Enhanced Policy – OWA/Phone/Voice Mail Properties

The screenshot displays the Outlook Web App interface for a user named 'Test Mailbox caltest2'. The left-hand navigation pane is expanded to 'Phone', with 'Block or Allow' selected. The main content area is titled 'Voice Mail' and contains several configuration sections:

- Call Answering Rules:** A section titled 'Call Answering Rules' explaining how calls are handled when the phone is not answered. It includes a table with columns 'Enabled' and 'Name', and a 'Preview' column. The table is currently empty.
- Reset PIN:** A section explaining how to reset the PIN used for phone access, with a link to 'Reset my voice mail PIN...'
- Outlook Voice Access:** A section explaining how to use a phone to access voice mail, e-mail, calendar, and contacts. It includes radio buttons for 'From newest to oldest' (selected) and 'From oldest to newest'. Below this, it states 'You can choose the e-mail message folder to read when you call in to Outlook Voice Access.' with a link to 'Read this folder: Inbox'.
- Greetings:** A section titled 'Greetings' explaining that users can choose which greeting callers hear. It includes radio buttons for 'Default voice mail greeting' (selected) and 'Greeting that lets callers know I'll be away for an extended period of time'. A link 'Call me to play or record the selected greeting...' is provided.
- Play on Phone:** A section titled 'Play on Phone' explaining that the voice mail system calls a number when the 'Play on Phone' button is clicked. A text input field is present but empty.
- Notifications:** A section titled 'Notifications' explaining that users can receive notifications when people call and don't leave a voice message. A checkbox 'Send an e-mail message to my Inbox when I miss a phone call' is checked.