

# Getting Started with Microsoft® Exchange Voice Mail

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*Welcome to the new Microsoft® Exchange Server voice mail system. Microsoft® Exchange Server is the engine that powers Outlook but it also provides new and convenient ways to access voice mail. Now your e-mail and voice mail messages are placed into one mailbox that can be accessed through many different devices such as a telephone, mobile phone, or computer.*



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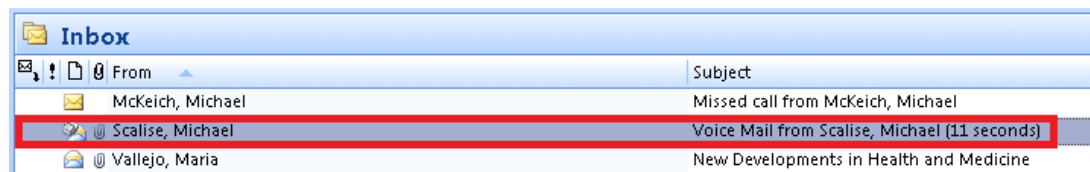
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# Voice Mail from a Computer

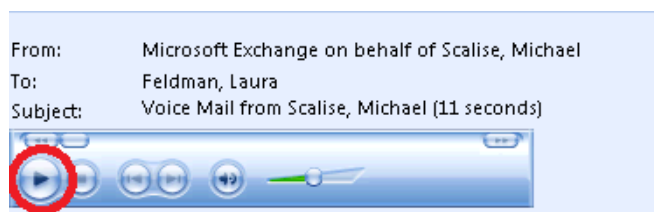
*With Exchange Unified Messaging, all voice mail messages are delivered directly to your Outlook Inbox and can be played through the computer speakers or headphones. (If you had Call Pilot Messaging installed previously, you are already familiar with listening to voice mail in Outlook). Exchange Unified 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.*

## ➤ Outlook

1. Open **Outlook**. Voice mail and missed calls will appear in the Inbox folder along with regular e-mail. (Unless you have a rule specifying otherwise)

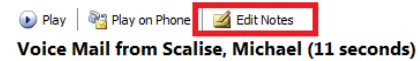


2. Double click on the message (or view the reading pane) and you will see an integrated Microsoft® Windows Media Player.
3. Simply click on the **Play** button and listen to the message through the computer speakers.

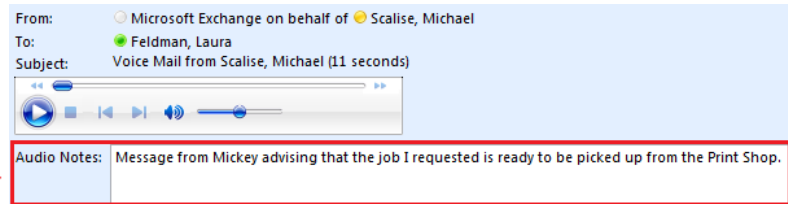


## Edit Notes Button

1. You can choose to annotate the voice mail message by clicking the **Edit Notes** button at the top of the e-mail message in the reading pane.

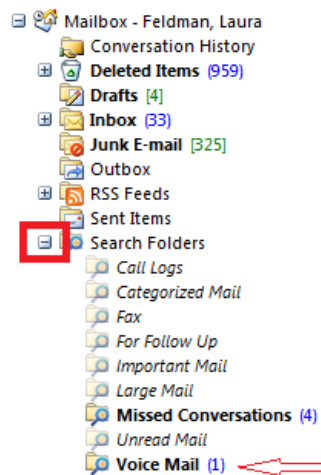


2. The message opens in a new window and you can type notes about the voice mail in the **Audio Notes** box.

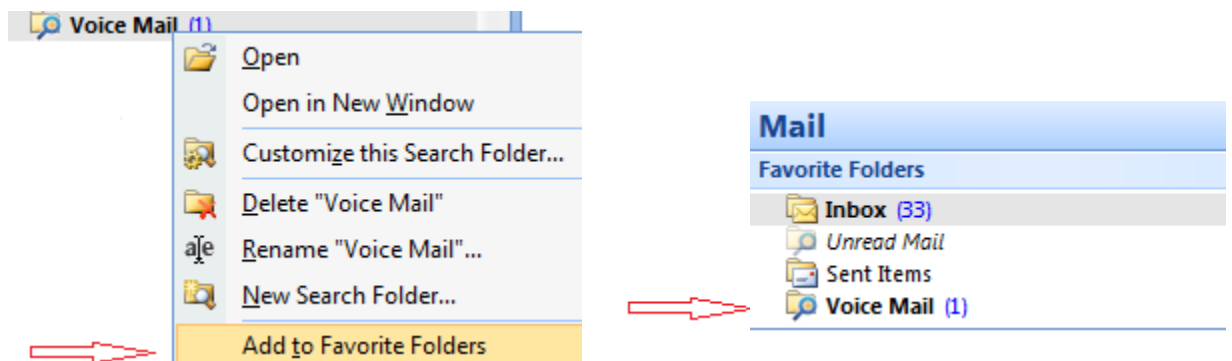


## Voice Mail Folder

1. A **Voice Mail** folder is a search folder which is created by default to store all of your voice messages in one location. In addition to the Inbox, voice mail is also delivered to this folder. Expand the folder and you will see it at the bottom.



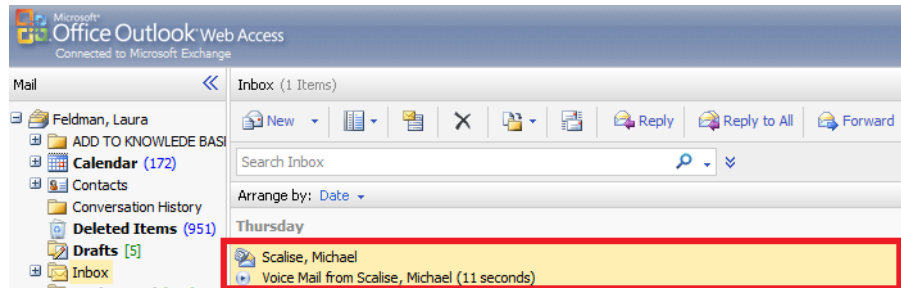
2. To make this convenient for viewing you can add it to your Favorite Folders List by **right clicking** it and selecting **Add to Favorite Folders**.



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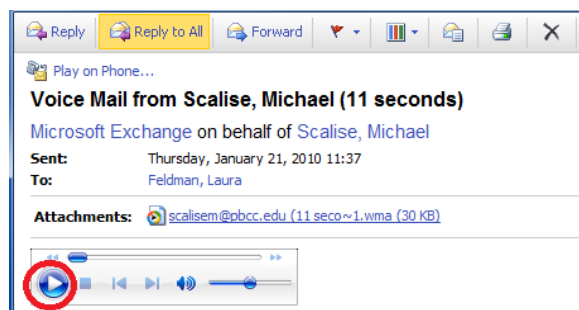
## Outlook Web Access:

1. Open **Outlook Web Access in Microsoft® Internet Explorer.**



2. Double click on the message (or view the reading pane) and you will see an integrated Microsoft® Windows Media Player.

3. Click on the **Play** button to hear your message through the computer speakers.



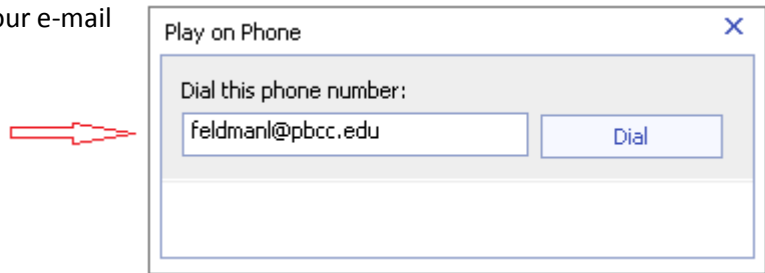
### Play on Phone Button

*The Play on Phone feature can be used if the computer is not equipped with speakers or if you wish to hear the message in a more private manner. You can send the message to any telephone, including home, office or mobile telephone, and listen to it.*

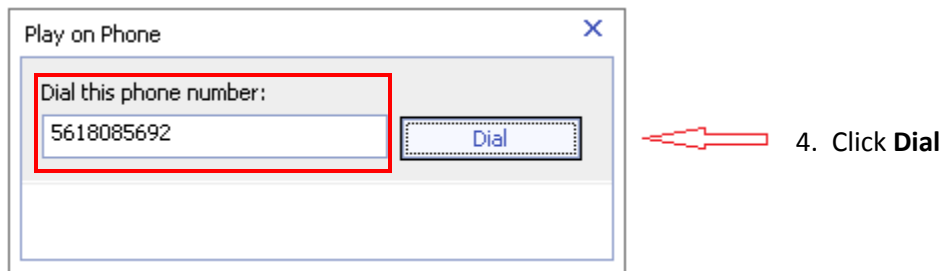
1. Click **Play on Phone**.



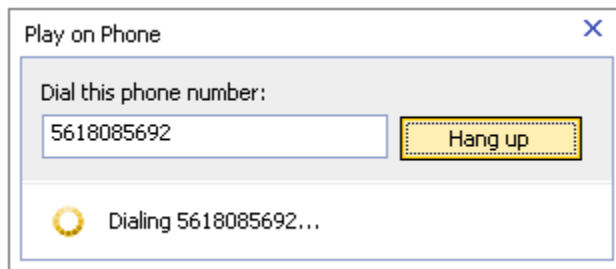
2. A dialogue box opens with your e-mail address by default.





3. Replace the e-mail address with the phone number you want to use to listen to your message.



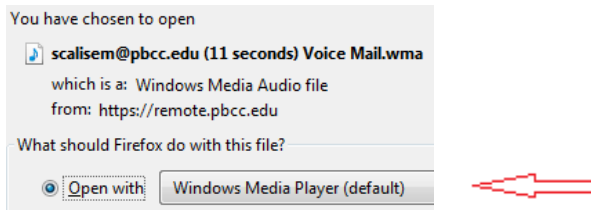
5. Wait for the telephone to ring. It may take several seconds. When you answer the phone, the message will automatically start playing.



**Note:** If using **Mozilla Firefox** as a browser, the voice mail will appear as an attachment in an audio file format: *(An integrated media player and Play on Phone button is not available)*

**Sent:** Thursday, January 21, 2010 11:37  
**To:** Feldman, Laura  
**Attachments:**  [scalisem@pbcc.edu \(11 seco~1.wma \(30 KB\)\)](#) 

Click on the attachment and choose a media player to open the recording.



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## Voice Mail from a Telephone or Mobile Phone

*There are two user interfaces available to you: the touchtone interface and the voice user interface. These two interfaces together are called **Outlook Voice Access (OVA)**. Outlook Voice Access is used when you want to use a telephone to access your e-mail, voice mail, contacts, calendar information and more. After dialing into Outlook Voice Access you are presented with various menu options. This tutorial will cover managing **Voice Mail only**. To learn more about the other components of Outlook Voice Access, see [How to Access Microsoft Outlook from a Telephone](#).*

**Tip:** *Even though you check your voice mail this way, you will **still** see the voice mail and missed conversations in your **Outlook Inbox**.*

### ➤ **Setting up Voice Mail for the First Time**

*The first time you dial into your mailbox you will be asked to set up your greeting and name identifier. It is good customer service and phone etiquette to record a personalized greeting.*

*Before you begin setting up your voice mail greeting, you will need to know your PIN. Your PIN was sent to you in an e-mail message from the system administrator:*

**From:** Microsoft Exchange  
**Sent:** Wednesday, January 20, 2010 12:14 PM  
**To:** Smith, Stephen  
**Subject:** Welcome to Exchange Unified Messaging

**Welcome to Exchange Unified Messaging**

To use your telephone to access your e-mail, calendar and contacts, call your access number and enter your PIN at the prompt.

Your access number(s):	+15618683992 or 13992
Your extension:	14250
Your PIN:	114209

1. Press the **Message button** on your desk phone or dial the access phone number:  
**(561) 868-3992 or 13992.**
2. 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 a voice stamp to identify you to 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 system will say:  
***"Your voice mail has been set up. Please say voice mail, e-mail, calendar, personal contacts, directory or personal options."***
7. You can hang up or continue on to one of the areas mentioned.

## ➤ **Retrieving Voice Mail Messages:**

1. Press the **Message button** on your **own** desk phone or dial the access phone number:  
**(561) 868-3992 or 13992.**
2. You will hear **"Welcome. You are connected to Microsoft® Exchange"** and then **"your name"**.
3. Enter your PIN and press #.

4. The system will say something like this:

***“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”**.

**Tip:** At any time, you can switch to a touchtone interface and use the telephone keypad rather than speaking by pressing **“0”**.

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:

<b>“Next”</b>	Plays the next voice mail message
<b>“Previous”</b>	Plays the previous voice mail message
<b>“Delete Message”</b>	Deletes the current voice mail message
<b>“Forward”</b>	Forwards the voice mail to another user
<b>“Call the Sender”</b>	Places a call to the user who left the voice mail message
<b>“Faster”</b>	Plays the current voice mail message faster
<b>“Slow down”</b>	Plays the current voice mail message more slowly
<b>“Pause”</b>	Pauses the current voice mail message
<b>“Repeat”</b>	Repeats the current voice mail message
<b>“Main Menu”</b>	Exits to the main menu

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

## ➤ Record a Greeting, Set up an Out of Office Greeting and Change your PIN:

**Tip:** You do not have to wait for the system to finish saying **“You have xx new voice messages, xx new e-mail messages, etc”**. You can say a voice command at any time during this announcement.

1. Press the **Message button** on the desk phone or dial the access phone number:  
**(561) 868-3992 or 13992.**
2. You will hear "**Welcome. You are connected to Microsoft® Exchange**"
3. 3 user scenarios:
  - **Calling from your own office telephone** – You will hear your name. The system will recognize your extension so you will not need to enter it.
  - **Calling from a different office telephone** – You will hear the name of that person’s mailbox. Press the \* key to enter **your** 5 digit extension.
  - **Calling from a mobile phone** – You will be asked to enter your 5 digit extension. You will then hear your name.
4. Enter your PIN and press #.
5. Say "**Personal Options**". From here, choose a command from the following table and **follow the prompts**.

*\*At this point the system requires you to use the telephone keypad rather than speaking.*

Touchtone Command	Description
1	<p><b>Turn on/off an Out of Office Greeting.</b></p> <p><b>☑Tips:</b></p> <ul style="list-style-type: none"> <li>▪ If you are turning it on for the first time, the system will prompt you to record one.</li> <li>▪ Pressing 1 toggles between turning the greeting on and off.</li> <li>▪ You can also turn on/off a standard out of office reply for your <b>e-mail</b>. Senders receive an e-mail reply -- SMITH, JOE IS CURRENTLY OUT OF OFFICE.</li> </ul>
2	<p><b>Record a Greeting. Press:</b></p> <ol style="list-style-type: none"> <li>1. - personal greeting</li> <li>2. - out of office greeting</li> <li>3. - your name identifier (voice stamp)</li> </ol>
3	<p><b>Change a PIN.</b></p> <p>Your PIN must contain only numbers and be at least 6 digits long. You cannot reuse the last 5 PINs.</p>

## ➤ Reset A PIN:

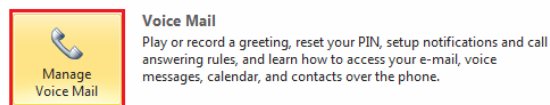
If you forget your PIN to access the voice mail system, you can reset it and a temporary PIN will be sent to you in an e-mail message.

### FROM MICROSOFT OUTLOOK

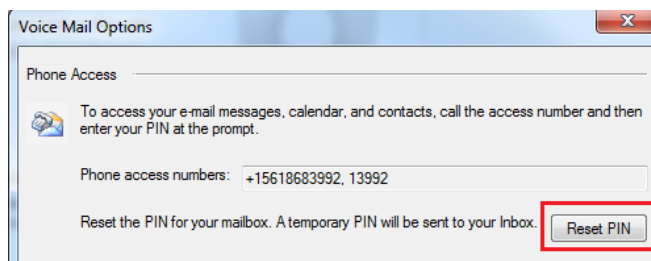
1. Open **Microsoft Outlook**
2. Click on **File** tab



3. Click on **Manage Voice Mail**



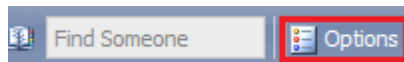
4. Click on **Reset PIN**



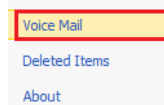
### FROM OUTLOOK WEB ACCESS (OWA)

1. Open **OWA** –  
<http://palmbeachstate.edu/exchange>

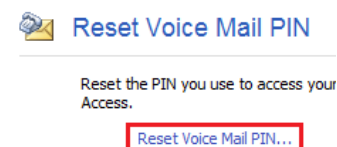
2. Click on **Options** in upper right



3. Click on **Voice Mail** from list on left



4. Click on **Reset Voice Mail PIN...**



If you need additional assistance, please contact the **Information Technology Assistance Center iTAC** at (561) 868-3100 or e-mail the iTAC at [helpdesk@palmbeachstate.edu](mailto:helpdesk@palmbeachstate.edu).