

Outlook Voice Access

Outlook Voice Access (OVA) is a new and exciting feature in Exchange Server 2007 that lets you dial a number from any telephone (analog, digital or mobile phone) to access your e-mail, calendar, voice mail and contacts. The menu is interactive and uses voice prompts to help you navigate the system. There are two ways to interact – touchtone and voice user interface (VUI). This tutorial demonstrates the voice user interface.

When can this system be useful?

- When you do not have access to a computer with the Internet.
- When you are on-the-go and want to check your e-mail or appointments.
- When you need to call someone at the office but don't remember their extension.

*Tip

For best results, use your handset or hands-free headset. Speakerphones often pick up background noise and give unexpected results.

Let's Get Started:

1. After your mailbox has been enabled for Unified Messaging (UM), you will receive a Welcome e-mail from Microsoft Exchange with a pre-assigned PIN. You can change your PIN after logging in by saying “**Personal Options**” and pressing **Option #3** on your telephone. Here is a sample e-mail message:

Welcome to Exchange Unified Messaging	
Microsoft Exchange	
Sent: Wed 4/22/2009 8:24 AM	
To: Adams, Amy	
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:	13946
Your PIN:	365844
Sent by Microsoft Exchange Server 2007	

2. Dial the access phone number: **(561) 868-3992 or ext. 13992**.
3. Enter your extension and PIN.
4. Here is a sample dialogue:

Unified Messaging Server: *“Welcome. You are connected to Microsoft Exchange. To access your mailbox enter your extension. To contact someone press the # key.”*

User: Enter 5-digit extension number.

Unified Messaging Server: *“Please enter your PIN and press the # key. If this is not your mailbox, press the * key.”*

User: Enter PIN and press the # key.

First Time Users: You will be prompted to set up your voice mailbox. The system will talk you through recording your name in your own voice and a personalized greeting. You can always change these later in the **Personal Options** section.

Unified Messaging Server: *“You have 1 new voice message, 7 new e-mail messages, and your next meeting is at 8:00 AM. Please say voice mail, e-mail, calendar, personal contacts, directory or personal options.”*

“E-Mail”

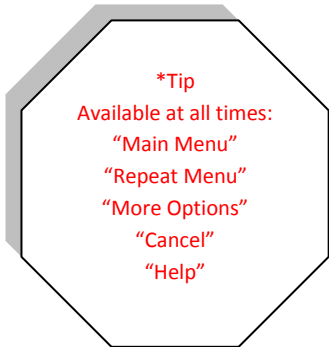
Unified Messaging Server: **Accesses the user’s mailbox and reads the header and unread e-mail message using text-to-speech technology.**

You Can Say:

- “Play”** - Reads the current e-mail message
- “Next”** - Reads the next e-mail mail message
- “Delete Message”** - Deletes the current e-mail message
- “Reply”** – Records a message and sends it as an e-mail attachment. Recipient can listen to the message through the computer’s media player
- “Reply All”** - Replies to sender and all other recipients
- “Mark as Unread”** - Marks the e-mail message as unread
- “Main Menu”** - Exits to the main menu
- “More Options”** - Opens the more options menu

Other Useful Commands:

- “Next message”** - To mark the message as Read and go to next message
- “End”** - To jump to the end of the message
- “Forward”** - To forward the e-mail message to another user
- “Flag”** - To flag the message for follow up



“Calendar”

Unified Messaging Server: Asks which day you would like to open.

You Can Say: **“Today”** - Opens and reads today’s calendar appointments
“Tomorrow” - Opens and reads tomorrow’s calendar appointments
“Tuesday”- Opens calendar appointments for the specific day of week
“March 17th” - Opens and reads calendar appointments for specific date

User: “Today”

Unified Messaging Server: Plays header and reads the meeting details using text-to-speech technology.

You Can Say: **“Next Day”** - Opens and reads calendar appointments for the next day
“Cancel Meeting” - Cancels the meeting request
“Meeting Details” - Reads the details of the meeting
“Play Header” – Plays header details
“Clear My Calendar” - Clears your calendar for a specific time period for that day
“Main Menu” - Exists to the main menu
“More Options” - Opens the more options menu

Other Useful Commands:

“I’ll Be Late” - Sends an “I’ll be late” message to all the meeting attendees
“Calendar for March 15th” - Opens calendar for a specific date
“Reply All” - Replies to all the meeting attendees
“Repeat” - Reads the calendar appointment again
“Previous meeting” - Opens the previous meeting that is scheduled

“Personal Contacts”

Unified Messaging Server: Opens your personal contacts and asks the name of the person you are looking for.

User: “John Smith”

Unified Messaging Server: “Is this the name, John Smith?”

User: “Yes”

***Tip**

You can save time by saying “Calendar for Today” at the main menu.

***Tip**

Unexpected delay in traffic? You can e-mail an “I’ll be xx minutes late” notice to all meeting attendees. You can also attach a voice mail message.

You Can Say:

“Send a Message” - Records a message and sends it as an e-mail attachment.

Recipient can listen to the message through the computer’s media player

“Play Details” - Plays the details of the personal contact such as the telephone number and e-mail address

“Find Another Contact” - Finds another personal contact

“Directory”

Unified Messaging Server: Opens the Outlook Global Address List directory and asks the name of the person you are looking for.

User: “Amy Adams”

Unified Messaging Server: “Are you looking for, Amy Adams?”

User: “Yes”

You Can Say:

“Send a Message” - Records a message and sends it as an e-mail attachment. Recipient can listen to the message through the computer’s media player

“Play Details” - Plays the details of the contact such as the telephone phone number, office location and e-mail alias

“Find Another Contact” - Finds another contact

“Personal Options”

Unified Messaging Server: The automatic speech recognition (ASR) is not available for configuring personal options. The system requires you to use your telephone keypad rather than speaking.

*Tip


You can switch from a voice user interface to a touchtone user interface by pressing option 4.

Touchtone Commands:

- 1 – Turn your telephone out of office greeting on/off
- 2 – Record your personal greeting, out of office greeting or your name.
- 3 – Change your PIN (must be at least 6 digits long and contain only numbers)
- 4 – Change to touchtone or voice user interface (VUI)
- 5 – Set the local time zone to use
- 6 – Choose the 12- or 24-hour time format
- * – Return to the main menu
- 0 – Repeat the menu options that are available

“Voice Mail”

Note: This feature is only available if voice mail delivery to your Inbox is enabled.



*Tip
Say “End” to skip to the end of the voice mail or e-mail message.

Unified Messaging Server: Accesses the user’s voice mail and plays the header and message.

You Can Say:

- “**Play**” - Plays the current voice mail message
- “**Next**” - Plays the next voice mail message
- “**Delete Message**” - Deletes the current voice mail message
- “**Call the Sender**” - Places a call to the user who left the voice mail message
- “**Main Menu**” - Exits to the main menu
- “**More Options**” - Opens the more options menu

Other Useful Commands:

- “**Previous**” - Reads the previous voice mail message
- “**Faster**” - Plays the voice mail message faster. Only available while message is being played
- “**Pause**” - Pauses the current voice mail message. Only available while message is being played

Additional Resources:

[Outlook Voice Access Quick Start Guide](#)

[Outlook Voice Access Command Reference](#)

[Outlook Voice Access User Scenarios](#)