Unified Messaging Quick Reference Guide

Getting Started

You can access Unified Messaging by:

- Opening your copy of Microsoft Outlook
- Navigating to Outlook Web Access: https://www.mail.ubc.ca
- Dialing 2-2010 and entering your PIN

Accessing Voicemail in Outlook

For information on how to access voicemail in Outlook, refer to the Unified Messaging User Guide.

Phone Access

Mailbox Log On

Access your mailbox from your phone	▪ Dial 2-2010 ▪ Hear your name as displayed in Active Directory (or you will hear a recording of your name, if it has been recorded in Personal Options) ▪ Enter your PIN and press # Or, you can enter your PIN and press # immediately after "Welcome"

Voice/Touchtone Interface

	Voice Interface	Touchtone Interface
	The Voice (or Speech) Interface is the default interface on first use. You can change to the touchtone interface (temporarily for the current session) by pressing any key and then 0. Or, you can make the Touchtone Interface your new default by saying "Personal Options" and pressing 4.	You can go back to the Voice Interface by pressing 6 (Personal Options) and then 4.
Main Menu	You can say: "Voice Mail" "E-Mail" "Calendar" "Personal Contacts"	You can press: 1 - Voice Mail 2 - E-Mail 3 - Calendar Options 4 - Find a Contact

	"Directory"	5 - Compose a Voice Message
	"Personal Options"	6 - Personal Options
	"Repeat"	0 - Repeat Menu

| If you select **Voice Mail** | Voice mail messages are played, with "from" and "date" indicated. |

| If you select **E-Mail** | E-mail messages are read. |

| If you select **Personal Options** | You are put in the Touchtone "Personal Options" interface | You can press:

1 - Turn On/Off Telephone Out of Office Status
2 - Record Greetings
3 - Change PIN
4 - Use the Touchtone or Voice Interface
5 - Set Local Time Zone
6 - Use 12- or 24-Hour Time Format
* - Return to Main Menu
0 - Repeat This Menu |

| If you press 2 to **Record Greetings** | | You can press:

1 - Record Personal Greeting
2 - Record Out of Office Greeting
3 - Record Your Name (Voice Signature)
* - Cancel
0 - Repeat this menu |

| **While** Listening to Voice Mail Message | You can say:

"Rewind" (rewinds a few seconds)
"Repeat" (goes back to beginning)
"Pause" (press any key to continue)
"Fast Forward"
"End"
"Slow Down"
"Faster" | You can press:

1 - Rewind (rewinds a few seconds)
11 - Repeat (goes back to beginning)
2 - Pause (press any key to continue)
3 - Fast Forward
33 - Skip to End
4 - Slower
6 - Faster |

| **While or After** Listening to Voice Mail Message | "Play"
"Next"
"Delete Message"
"Restore Message"
"Call the Sender"
"Reply" (c)
"Main Menu" | # - Next Message
44 - Flag for Follow-up
5 - Envelope Information (b)
7 - Delete
*7 - Restore
8 - Reply (c)
9 - Mark as unread
0 - Repeat this menu |

"More Options"	* (star) - Exit to Main Menu
	00 - More Options
"Previous"	
"Play Header" (a)	
"Forward Message" (d)	
"Flag for Follow-Up"	
"Mark as New"	
"Find by Name"	
"Envelope Information" (b)	

After Listening to Voice Mail Message	1 - Replay message
	11 - Previous Message
	2 - Call this contact
	6 - Forward Message (d)

Notes:

a. Header includes date/from
b. Envelope includes date/time/from/length
c. Reply allows you to send a reply message to the caller's mailbox, if the caller is also an Exchange subscriber.
d. Forward Message forwards the current message to the mailbox of another Exchange subscriber or an external email address.

Deleted Messages	When a message is deleted on the phone, it is moved to your Exchange **Deleted Items** folder. When the message is deleted from **Deleted Items**, it cannot be restored.
Missed Call Identification	Callers who hang up before leaving a message are identified in an e-mail message sent by the system.
Message Waiting Indicator (MWI)	"On" with each new message; "off " when all new messages are played.