Unified Messaging User Guide

This document will show you how to start using Unified Messaging at UBC.

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

Setting-up Unified Messaging

When your account was upgraded to Unified Messaging, you would have received an email with the subject "Welcome to Exchange Unified Messaging." Your temporary PIN will be in this message.

Once you've located your Unified Messaging welcome message, you will be ready to perform your initial Unified Messaging setup – which involves recording your name, your greeting, and setting your PIN.

- Dial the voicemail access number (2-2010) on your phone and enter your temporary PIN
- You will be asked to enter a new 5-digit PIN to access your voicemail
- You will be prompted to record your name and a personalized greeting

Accessing Voicemail through Outlook Voice Access (2.2010)

You can access Unified Messaging by dialing:

On-campus: 2.2010
Off-campus: 604.822.2010

If you are dialing from your UBC phone, you will be only asked to enter your PIN. If you are dialing from off-campus, you will be prompted to enter both your 5-digit UBC extension and your PIN.

You will then be asked what you would like to do, say "Voicemail". Your voicemail messages will then be played.

Managing Voicemail through Outlook Voice Access (2.2010)

Deleting Voicemail

While listening to a voice mail message, say "Delete" if you are using the telephone interface

Forwarding Voice Mail

While listening to a voice mail message, say "Forward Message". You will be prompted to say the name of the person you would like to forward the message to.

Replying to Voice Mail

While listening to a voice mail message, say "Reply". You will be prompted to record a reply to the voicemail message.
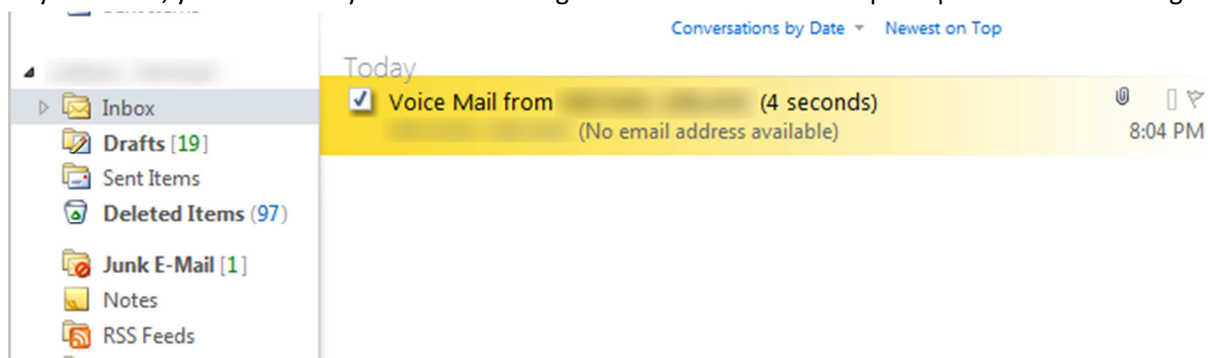
More Information

For more information on the commands available through Outlook Voice Access, please refer to the Unified Messaging Quick Reference Guide.
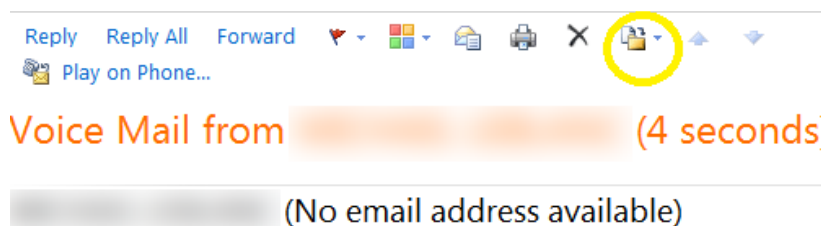
Accessing Voicemail in Outlook

This document provides screenshots of Unified Messaging in Outlook Web Access, but the buttons and options illustrated will be the same in Outlook.

1) Open Microsoft Outlook or navigate to https://www.mail.ubc.ca and log in with your EAD username and password

2) In your Inbox, you will see any voicemail messages that callers have left. Open-up a voicemail message.

3) In the message window, you will be able to review a speech to text transcription of the message. You'll also see caller information. If you want to play the message, you can either:
    a. Click on the **Play** button shown below, which will play the message on your computer's speakers
    b. Click on the **Play on Phone** button, which will cause Exchange to call your desk phone and play the voicemail message.

Managing Voicemail in Outlook

Responding to Messages

Once you have a voicemail message open in Outlook, you can choose to respond to the sender (if the email address is available) via email. Click on the **Reply** button.

Filing Messages

To file or move your voicemail message to a new folder, click on the **Move** button.

Setting Your Unified Messaging Options

It is easiest to access your Unified Messaging options from within Outlook Web Access.

1) Log-in to Outlook Web Access by going to:
   https://www.mail.ubc.ca
   Enter your EAD username and password.

2) Once you have authenticated, go to **Options** and select **See All Options.**
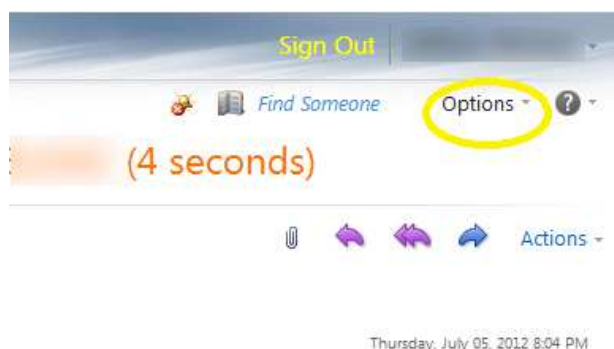
3) On the Option page, select **Phone** on the left-side of the page. Then select the **Voice Mail** tab at the top of the page.
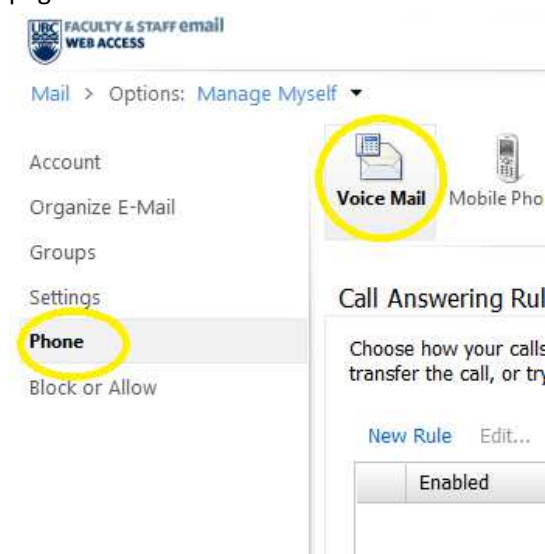
You will now have access to many of your Unified Messaging options.

Resetting Your Voicemail PIN

Your voicemail PIN is used to access your voicemail via the telephone (2-2010) interface. If you reset your PIN, Exchange will email a new, temporary PIN to you.

1) Navigate to the Unified Messaging Options page, as explained above.
2) Under the **Reset PIN** heading, click on **Reset my voice mail PIN…**

The temporary PIN may take up to 15 minutes to become active.

Voice Mail Preview (Speech to Text)

It is possible to turn off (or on) the speech to text transcriptions of the voicemail messages that you receive, as well as the voice messages that you send out.

1) Navigate to the Unified Messaging Options page, as explained above.
2) Under the **Voice Mail Preview** heading, toggle on or off the following options:
   Include preview text with the voice messages I receive
   Include preview text with the voice messages I send through Outlook Voice Access

Voice Mail Preview

You can preview the text of voice messages you receive. You can also have text previews included with voice messages you send. To turn on Voice Mail Preview, choose from the options below.

☑ Include preview text with voice messages I receive
☑ Include preview text with voice messages I send through Outlook Voice Access

Recording Your Greetings

You can record your greetings from within Outlook Web Access. Exchange will call your UBC extension, and then prompt you to record the selected greeting.

1) Navigate to the Unified Messaging Options page, as explained above.
2) Under the **Greetings** heading, select either your normal or out of office greeting, and then click on the **Call me to play or record the selected greeting…** link.

Greetings

You can choose which greeting callers will hear when they reach your voice mail.

⦿ Default voice mail greeting
○ Greeting that lets callers know I'll be away for an extended period of time

Call me to play or record the selected greeting...

Changing from Voice Commands to Touch Tone

By default, when you dial-in to 2-2010, the menu will be driven by voice commands. You can change this to the phone's touchtone interface by following these steps:

1) Dial the voicemail access number at 2-2010 (604-822-2010)
2) Enter your PIN when prompted
3) After the greeting, say "Personal Options"
4) Press the number "4" on your phone's keypad to switch to the touchtone interface

Further Support

More information about UBC Voice Services, including tutorials and documentation, is available online at:

http://www.it.ubc.ca/service_catalogue/internet_telephone/facultystaffphoneservice/admintel.html

If you require assistance, you can reach UBC IT Voice Services by dialing 611 or submitting a support request via the UBC IT Contact Form:

http://www.it.ubc.ca/itsc