## To setup your Voice Mail Box the first time you use it

1.  Press the messages button on the phone - MSGS or Message softkey button depending on your Phone Model

2.  When asked to enter the PIN that has been emailed to you.

3.  Follow the prompts to:
    a.  Change the default PIN – Choose a number combination to enter when you want to access your Voice Mail Box.
    b.  **Record your name – if you do not your callers with hear a computer generated version of your name as  Last Name, then First Name**
    c.  Record a greeting.  For example – "You have reached the voice mail of Robin Smith.   Please leave a message and I will return your call".

**To check for messages on your Voice Mail Box - the light on your phone is on to indicate you have Voice Mail Messages, an email message will also be sent to your Outlook Mailbox**
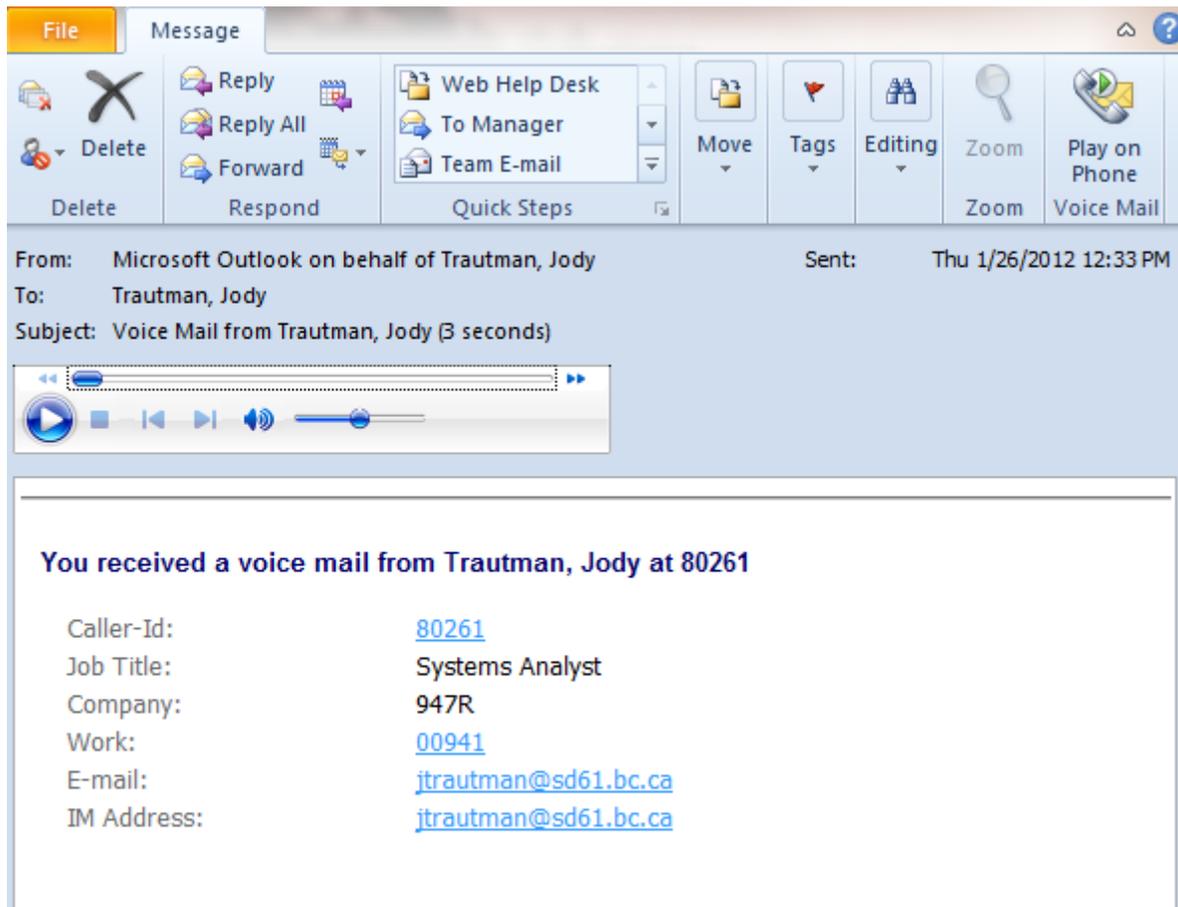
1.  Press the messages button on the phone - MSGS or Message softkey button depending on your Phone Model
2.  When asked to enter your pin, enter the new one you chose in the setup process.
3.  Press 1 to listen to new messages.

The voice prompts will instruct you how to delete, forward, etc., your messages.  Please see the following pages for a full listing for phone or email access to your Voice Mail messages.

# Manage Voice Mail in Your Mailbox

Voice mail also appears as an email in your Outlook mailbox.   You may listen to your voice mail from Outlook on your PC or on OWA from a browser.

| **A Voice Mail message as it appears in your Outlook mailbox** |
|---|



| **Play on your PC – If you have speakers** |
|---|

     Press the **Play** button to listen to your voice mail on your PC – you can also stop, rewind, and fast forward
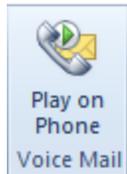
 Controls the volume

 This bar allows you  to move forward or back through the message

## Play on your Phone

This icon appears at the end of the Ribbon Toolbar when you have a Voice Mail message open or in the top bar of the preview menu

Click the button to play the message on a phone.

Play on Phone

Dial: 00941

Enter the phone number that you want Microsoft Exchange to use to play back messages. Enter the number as you would dial it from your office phone.

(Example: 9 (555) 555-1234)

Dial     Hang Up

Subject:   Voice Mail from Trautman, Jody (3 seconds)
Sent:      1/26/2012 12:32:57 PM
Status:    Ready                                          0:00

Enter the **extension or phone number** that you wish to listen to your voice mail on and press **Dial** – the phone will ring and the voice mail message will be played through the telephone.

The same options listed above for voice message playback apply to these messages.

# Manage Voice Mail over the Phone

**The Voice (or Speech) Interface is the default interface after recording your personalized greeting.** To change to the touchtone interface: press 00 (while in the Main Menu of the voice interface). To make the touchtone interface your default, say "Personal Options" and press 4.

Voice mail messages are played, with "from" and "date" indicated.

|  | Voice Commands | Touchtone Commands |
|---|---|---|
| **Main Menu** | "Voice Mail" | 1 - Voice Mail |
|  | "Personal Contacts" | 2 - Email Messages |
|  | "Directory" | 3 - Calendar |
|  | "Personal Options" | 4 - Find a Contact |
|  | "Repeat" | 5 - Create a Voice Message |
|  |  | 6 - Personal Options |
|  |  | 0 - Repeat Menu |
| **While Listening to a Voice Mail Message** | "Rewind" (rewinds a few seconds) | 1 - Rewind (rewinds a few seconds) |
|  | "Repeat" (goes back to beginning) | 11 - Repeat (goes back to beginning) |
|  | "Pause" (press any key to continue) | 2 - Pause (press any key to continue) |
|  | "Fast Forward" | 3 - Fast Forward |
|  | "End" | 33 - Skip to End |
|  | "Slow Down" | 4 - Slower |
|  | "Faster" | 6 - Faster |
| **While or After Listening to a Voice Mail Message** | "Play" | # - Next Message |
|  | "Next" | 1 - Replay message |
|  | "Delete Message" | 7 - Delete |
|  | "Restore Message" | *7 - Restore |
|  | "Call the Sender" | 9 - Mark as unread |
|  | "Reply" (c) | 0 - Repeat this menu |
|  | "Main Menu" | * (star) - Exit to Main Menu |
|  | "More Options" | 00 - More Options |
|  | "Previous" |  |
|  | "Play Header" (a) | ***After Message Played Only:*** |
|  | "Forward Message" (d) | 11 - Previous Message |
|  | "Flag for Follow-Up" | 2 - Call this contact |
|  | "Mark as New" | 44 - Flag for Follow-up |
|  | "Find by Name" | 5 - Envelope Information (b) |
|  | "Envelope Information" (b) | 6 - Forward Message (d) |

Notes:

. (a) Header: date/from

. (c) Reply: Send a reply message to the caller's mailbox, if the caller is also an Exchange subscriber.

| | (b) Envelope: date/time/from/length | | (d) Forward Message: Forwards the current message to the mailbox of another Exchange subscriber or a .wav file to the email address of the person you identify. |
|---|---|---|---|
| **Personal Options** | See *Touchtone Commands* | 1 - Turn On/Off Telephone Out of Office Status<br>2 - Record Greetings<br>    1 - Record Personal Greeting<br>    2 - Record Out of Office Greeting<br>    3 - Record Your Name (Voice Signature)<br>    * - Cancel<br>    0 - Repeat this menu<br>3 - Change PIN<br>4 - Use the Touchtone or Voice Interface<br>5 - Set Local Time Zone<br>6 - Use 12- or 24-Hour Time Format<br>* - Return to Main Menu<br>0 - Repeat This Menu | |
| **Personal Contacts/Find a Contact/Directory**<br><br>First, set up contacts on a computer interface (Outlook or OWA) | Say "**Personal Contacts**" or "**Directory**"<br><br>  Say the contact's first name and last name<br>  Say location (office, cell, home, if you have listed these numbers) | Press **4** to Find a **Contact**<br><br>  Spell the last name and first name of the person you are looking for. (Press the number associated with each letter just once.)<br><br>To search the Directory:<br><br>  Press 00, then spell the last name and first name<br>  Press ## to spell the email alias, or unique name<br>  Press 0 to key in the 10-digit phone number | |