

## Microsoft Exchange Unified Messaging Quick Guide

With Microsoft Exchange Unified Messaging (UM) you get:

- Voicemails, missed calls and email messages consolidated into your Outlook inbox and mobile device.
- Ability to customize caller greetings and call transfer options.
- Ability to reset your own voicemail passcode.

### Access your Voicemail by Email

EMAIL CLIENT	INSTRUCTIONS
Outlook Web App (OWA) Access	<ol style="list-style-type: none"> <li>1. Open Internet Explorer, Chrome, Mozilla Firefox or Apple Safari and go to: Farmington Home Page <b>Staff E-Mail</b> (<a href="https://owa.farmington.k12.mn.us/owa">https://owa.farmington.k12.mn.us/owa</a>)</li> <li>2. Enter Domain\User Name; Enter Password.</li> <li>3. Voicemail messages are sent to your email inbox. To play a voice message, click on the subject line to open the message, and then click on the attachment or player bar.</li> </ol>
Windows Outlook 2010 Mac Outlook 2011	<ol style="list-style-type: none"> <li>1. Open Outlook client on your computer.</li> <li>2. Voicemail messages are sent to your email inbox. To play a voice message, click on the subject line to open the message, and then click on the attachment or player bar.</li> </ol>
From your Windows phone, iOS phone, and Android phone	<ol style="list-style-type: none"> <li>1. Check your email inbox for voicemail messages. ~OR~</li> <li>2. Dial access number 651-460-1999.</li> <li>3. Enter your 4-digit phone number and press #</li> <li>4. Enter your PIN and press #.</li> </ol> <p>Note: To use your mobile phone to access your voicemails, we recommend using Exchange ActiveSync connection between your mobile phone and your Exchange account. This connection keeps your mobile phone up to date with your mailbox through a synchronization process.</p>

### Access Your Voicemail by Phone

CALLING FROM	INSTRUCTIONS
From your office phone	<ol style="list-style-type: none"> <li>1. Press the Message Wait Button on your phone or dial the access number 1999.</li> <li>2. Enter your PIN and press #</li> </ol>
From another office phone	<ol style="list-style-type: none"> <li>1. Dial access number 1999.</li> <li>2. After hearing "if this is not your mailbox," press * (star).</li> <li>3. Enter your 4-digit phone number and press #.</li> <li>4. Enter your PIN and press #.</li> </ol>
From an external phone	<ol style="list-style-type: none"> <li>1. Dial access number 651-460-1999.</li> <li>2. Enter your 4-digit phone number and press #.</li> <li>3. Enter your PIN and press #.</li> </ol>
From your mobile phone	<ol style="list-style-type: none"> <li>1. Check your email inbox for voicemail messages. ~OR~</li> <li>2. Dial access number 651-460-1999.</li> <li>3. Enter your 4-digit phone number and press #.</li> <li>4. Enter your PIN and press #.</li> </ol> <p>Note: To use your mobile phone to access your voicemails, we recommend using Exchange ActiveSync connection between your mobile phone and your Exchange account. This connection keeps your mobile phone up to date with your mailbox through a synchronization process.</p>

Note: Your PIN allows you to access your mailbox via phone; your domain\username and password allows you to access your mailbox via computer.

\*\* Voicemail messages are automatically deleted after 90 days. If you need to save a message for longer the audio attachment should be saved locally to your computer.

## Setting Up Your New voicemail Account

### Create a new PIN

Once your old voicemail account number has been redirected to the new Unified Messaging voicemail system, you will receive a “Welcome to Exchange Unified Messaging” email in your inbox. Your voice access PIN will be included in the welcome message and you must follow the steps below to access the system with your new PIN:

1. Call the Outlook Voice Access number: 1999 (or from outside the district 651-460-1999)
2. Enter your PIN when prompted.
3. To change your PIN, press [6]–[3] from the main menu and follow the recorded instructions.

- Passwords can only be numeric and must be at least 4 digits long. They cannot be your extension and should be unique.
- Voice prompts will lead you through changing your PIN and setting up your voice signature and your initial greeting.

### Record Your Name

1. From the main menu, press [6]–[2].
2. Press [3], wait for the tone, then say only your first and last name, and press [#] to stop recording.
3. Press [1] to accept the recording, or [2] to record your name again.
4. After you accept the recording, press [#] to continue.

### Create Your Personal Greeting

1. From the main menu press [6]–[2].
2. Press [1] for Personal Greeting.

*Personal Greeting menu:*

- Press [1] to use a Standard Greeting.
- Press [2]–[1] to customize your Personal Greeting. See samples below.

### **Staff Standard Greeting:**

You have reached \_\_\_\_\_ (*first and last name*) at \_\_\_\_\_ (*school name*). If you have a time sensitive message or you need immediate assistance, please press zero. Otherwise, please leave your name, number and message and I will return your call promptly. Thank you.

### **Staff Alternate Greeting: (to be used with alternate greeting option)**

You have reached \_\_\_\_\_ (*first and last name*) at \_\_\_\_\_ (*school name*). I will be out of the \_\_\_\_\_ (*office, classroom, etc*) \_\_\_\_\_ (*today, Monday, Tuesday, etc*) and will be unable to return your call until \_\_\_\_\_ (*tomorrow, Wednesday, etc*). If you have a time sensitive message or you need immediate assistance, please press zero. Otherwise please leave your name, number and message. Thank you.

## Navigating Your Voicemail Using Voice or Touchtone Commands

There are two methods available for navigating within Unified Messaging. The voice (or speech) interface is the default user interface. You may change to touchtone at any time and vice versa while in your mailbox.

1. Switch from the voice interface to the touch-tone interface by using one of the following methods:
  - Option 1: from the main menu, say “**Personal Option**” and press 4.
  - Option 2: from the main menu, press [6]–[0].
  - Option 3: from the main menu, press [0]–[0].

2. Switch from the touchtone interface to the voice interface:> From the main menu, press [6]–[4].

### Voice Access from your Exchange email inbox:

You may also now access your voicemail messages from your Exchange email inbox. Features include the following:

1. Missed call notifications.
2. Voicemail notifications which include:
  - MP3 file of the voicemail message.
  - Caller information.

**\*\* Note:** The Exchange server converts voicemail messages into email messages. Voicemail messages follow the Exchange archive and retention policy. Only voicemail messages located in your standard Outlook folders are accessible by telephone. Archived or deleted messages are not accessible by telephone.

### If you can't remember your PIN, you can reset it in Outlook Web App:

1. Log onto **Staff email** on the Farmington School's Home Page (Exchange Outlook Web App (OWA) <https://owa.farmington.k12.mn.us/owa>)
2. After logging into OWA, click on the Options button in the upper right hand corner of the screen and then click on **See All Options**.
3. Next click on **Phone** on the left hand side of the screen and under **Voice Mail** click on **Reset my voicemail PIN**.
4. You will be asked to confirm that you want to reset the PIN. Click on **OK**. Exchange will randomly generate a new PIN.
5. You will receive a confirmation email message containing the new PIN from Microsoft Exchange. If you are unable to sign in, or you are using the “light” version of OWA, contact the Technology Department at 651-463-5055.

### Final Step

Take advantage of all the great new voice features Microsoft Exchange 2010 Unified Messaging has to offer. More information is on the Farmington Home Page-Staff Resources - Technology- Phone Guides –“Getting Started with Exchange Unified Messaging”