Getting Started with Exchange Unified Messaging

Welcome to Exchange Unified Messaging. This system will replace Farmington Area Public School's existing voice mail system and provide additional functionality. Microsoft® Exchange Server is the engine that powers Outlook but it also provides new and convenient ways to access voice mail. Now your e-mail and voice mail messages are placed into one mailbox that can be accessed through many different devices such as a telephone, mobile phone, or computer.

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INTRODUCING UNIFIED MESSAGING VOICEMAIL

The new voicemail system is part of Microsoft® Exchange Unified Messaging.

Unified Messaging offers a combined inbox for your email and voicemail with speech commands that let you:
- Listen to your voicemail as well as your email and calendar items over the phone with text to speech
- Search for contacts and send them messages
- View missed call information

This guide is meant to be a tool to show you both the basic and advanced functionality of the voicemail portion of this communication platform.

TYPES OF VOICEMAIL BOXES

Individual Voicemail Users
This is the most common type of mailbox. After your Exchange mailbox and your telephone number have been enabled for Unified Messaging Voicemail you will receive a welcome email from Microsoft® Outlook containing:
- The telephone number to access voice mail.
- Your extension number
- Your first-time PIN

Shared Voicemail Users
A shared voicemail box is set up for situations when more than one person manages the messages. The shared voicemail box must be attached to an email address so that both email messages and voicemail messages are captured in the same account.

Setting up a shared voicemail box requires coordination between all the individuals who have access because one person will need to record the name and greeting as well as change the PIN. Once these steps are taken the shared voicemail can be managed entirely through Outlook. However, the PIN should be communicated to all users is access is needed through the telephone at any time.

Voicemail Users Sharing Phone
This is a mailbox that is attached to a phone number that gives callers the choice of pressing 1 to speak to individual A, pressing 2 to speak with individual B, etc. This arrangement requires more planning and programming. If required, you will be contacted for the initial set up requirements. If you need to make changes to the initial mailbox setup you should contact Karen Parker at 651-463-5039.

HOW TO ACCESS YOUR VOICEMAIL

First Time Set Up From A Phone

Before you begin setting up your voice mail greeting, you will need to know your PIN. Your PIN will be sent to you in an e-mail message from Microsoft® Outlook. The first time you dial into your mailbox you will be asked to set up your greeting and name identifier. It is good customer service and phone etiquette to record a personalized greeting.

1. Press the Voicemail button on your desk phone or dial the access phone number: x1999 or from off campus 651-460-1999.

2. If you are not calling from your own phone, you will need to enter your 4 digit extension. The automated system will pronounce your name.

3. Enter your PIN and press #. You will be asked to change your PIN #. It must be 4 digits.

4. Follow the prompts to record your name in your own voice. This will serve as identification to your callers.

5. Follow the prompts to record a personal greeting which will be played to callers when you are not able to answer. (See samples below) You can always change this later. (If you don't record a greeting, a standard greeting will be played.)

   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.

6. *The setup is complete when you hear the system say: **"Your voice mail has been set up. Please say voice mail, e-mail, calendar, personal contacts, directory or personal options."***

Access Your Voicemail From A Phone

1. Press the **Voicemail button** on your desk phone or dial the access phone number:
   x 1999, or from outside the district **651-460-1999**.

2. You will hear your name and a request for your PIN.

3. Enter your PIN and press #. Then you will hear something similar to: *"You have 3 new voice messages, 4 new e-mail messages, and your next meeting is at 9 A.M. Please say voice mail, e-mail, calendar, personal contacts, directory or personal options."*

4. Say **"Voice Mail".**
   > TIP: *At any time, you can switch to a touchtone interface and use the telephone keypad rather than speaking by pressing "0".*

5. The system will open your mailbox and play the voice mail messages. Here are a few useful voice commands while listening to your voice mail:
   - "Next" Plays the next voice mail message
   - "Previous" Plays the previous voice mail message
   - "Delete Message" Deletes the current voice mail message
   - "Forward" Forwards the voice mail to another user
   - "Faster" Plays the current voice mail message faster
   - "Slow down" Plays the current voice mail message more slowly
   - "Pause" Pauses the current voice mail message
   - "Repeat" Repeats the current voice mail message
   - "Main Menu" Exits to the main menu

TIP: *If you delete a voice mail message here, you won't be able to undelete the message using the telephone, but you can still access it **Deleted Items** folder in Outlook.*

Access Your Voicemail From Outlook

With Exchange Unified Messaging, all voice mail messages are delivered directly to your existing Outlook Inbox and can be played through the computer speakers, headphones or on your phone. Exchange Unified Messaging offers one convenient place to manage e-mail and voice mail with new options such as forwarding voice mail with comments or attachments just like a regular e-mail message.

1. Open Outlook. Voicemail and missed calls will appear in the Inbox folder along with your email.
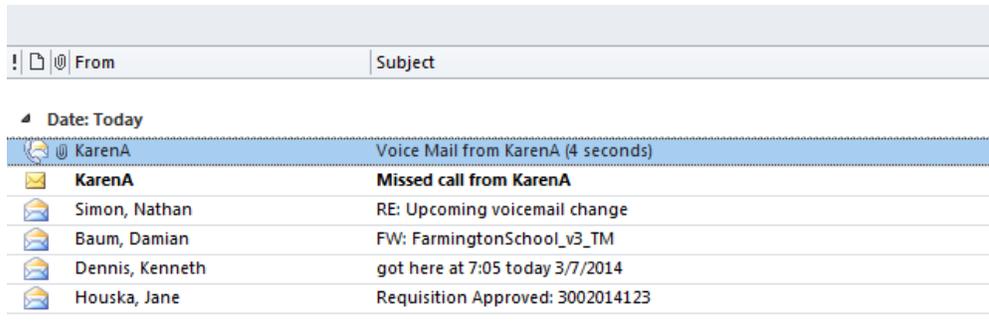
2. Double click on the message (or view the reading pane) and you will see an integrated Microsoft® Windows Media Player.

3. Simply click on the Play button and listen to the message through the computer speakers.
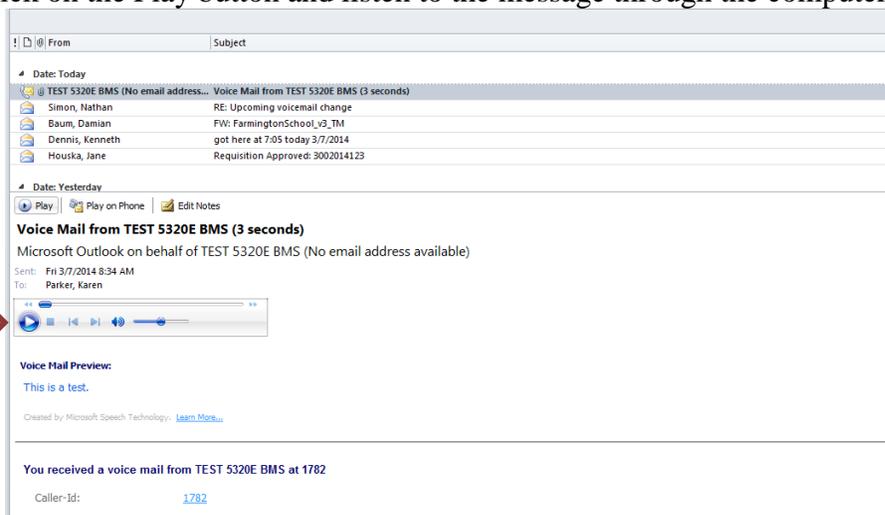

Edit Notes: You may add comments for yourself in the Audio Notes box. If you forward the message to someone else the notes go with the message.

Play on Phone Feature

If you want to listen to your messages on your desk phone and not through your computer speakers you can click on the "Play on Phone" button.
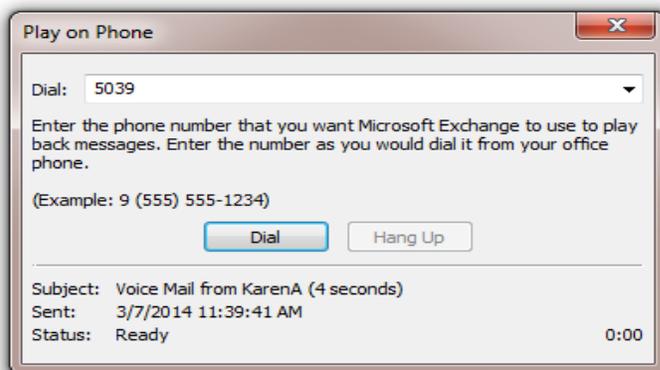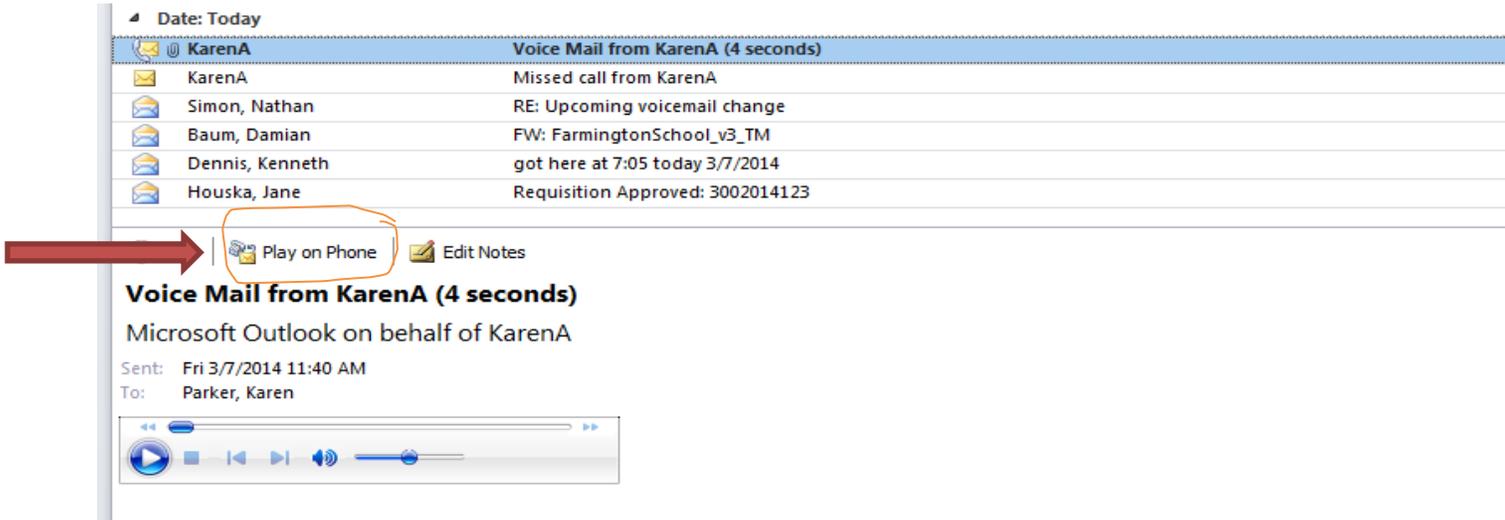
The first time you use this feature you will be prompted for credentials and your 4 digit office phone number.

MANAGING VOICEMAIL OPTIONS THROUGH OUTLOOK WEB APP

The best way to manage your voicemail options is through the Outlook Web App (OWA), which you can access directly via the web on the Farmington home page - Staff E-Mail https://owa.farmington.k12.mn.us/owa. From OWA you can reset your PIN, select Greetings, manage your Voice Access, specify your Play on Phone settings, choose your Voicemail Preview preferences, and specify your notifications.

Accessing Voice Mail Options through Outlook Web App
1. Go to https://owa.farmington.k12.mn.us/owa and login.
2. Click the Options button on the upper right and select See all options.
3. From the left-hand menu click the Phone link.

Reset PIN
Reset the PIN you use to access your mailbox from a phone. You'll receive your temporary PIN in e-mail. You can then change your temporary PIN from the phone the next time you call Outlook Voice Access.

> Reset my voice mail PIN...

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...

Be sure to save your settings by clicking Save at the bottom of the page.

Outlook Voice Access
These options are for when you access your mailbox via a telephone. You can change the order in which new voicemails are played and choose which email folder is accessed when you call for your email.

Notifications
You can choose to receive a notification in your inbox when you **miss a phone call** and the caller does not leave a message. You can disable that missed call notification here. Be sure to scroll to the bottom of the page and click Save to **save** your settings.

• Will the messages and greetings I have saved in my old voicemail box automatically be moved to Unified Messaging in Exchange when my voice mail is transitioned?

No. Saved voice mail messages and recorded greetings will not be migrated from Kinesis to Exchange. Additionally, Kinesis voice mail messages cannot be forwarded to Exchange voicemail mailboxes.

• Can I set up an out of office message on my phone via email?

No, you cannot set up an out of office message for your voice mail through your outlook email. This needs to be done by calling in using Outlook Voice Access (x.1999 or 651-460-1999).

• I forgot my PIN do I need to call the Technology Department to get it reset?

No, the Technology Department does not need to reset PIN numbers for voice mail. You should reset the PIN yourself. In OWA (https://owa.farmington.k12.mn.us/owa) click the Options drop-down and select See All Options.... Then select Phone from the left menu you can reset your pin there.

• What number do I call to get my messages?

Dial x.1999 or press your voicemail button on your phone, or dial 651-460-1999 from off campus to access your voice mail.

• What can I do if I deleted a message in email, and now I can't play it on my phone or I deleted a message on my phone, and now I can't find it in my email?

When you delete a message, either on your phone or in your e-mail, it is moved to the Deleted Items folder in your email. You cannot access your Deleted Items from the phone, but you can still access the message in your Deleted Items in Outlook.

• I missed a call. Why does it not dial the number when I click on it?

A missed call notification is sent when a caller hangs up after your greeting begins to play, but before leaving a message. The notification includes the caller's phone number. If that number is in your Outlook contacts, you can click on the number to send an email to the email address associated with the number. In no case will clicking on the number dial the number.
If you don't want to receive notifications of missed calls, you can change your Notifications setting to no longer send them.

• I want someone to be able to check my voice mail, but not my email. How can I do that?

You can set up an Inbox rule in Outlook to forward voice messages to another email account (for example, an assistant). By default, the forwarded message will also remain in your inbox. If you want to delete the message from your inbox, you can add that action to the rule.

> 1. In OWA, click **Options**, and select **Create an Inbox rule**....
> 2. Click the **New**... button. In the New Inbox Rule dialog box,
> 3. Click the **More Options**... button at the bottom of the dialog box.
> 4. Under *When the message arrives, and*:, click the drop-down arrow and select It's, and then of the type....Select **Voice Mail** , and click **OK** .
> 5. Under *Do the following*, click the drop-down arrow and select **Forward, redirect, or send**, and then select one of the following:
>> a. To forward the voice mail and leave a copy in your inbox, select **Redirect the message to....** When the Address Book opens, select the person (or account) from the contacts list and click the To -> link, or type the contact's email address directly in the To -> field and click **OK.**
>> b. To forward the voice mail without leaving a copy in your Inbox, select **Forward the message to.....** When the Address Book opens, select the person (or account) from the contacts list and click the To -> link, or type the contact's email address directly in the To -> field and click **OK.**

6. If you need to set exceptions, select the desired exception.
7. Click **Save** to save the inbox rule.

• I don't want to use voice commands when I call my voicemail. How can I switch to the touchtone keypad interface?

To temporarily change from voice commands to touchtone commands, press 0. This change will only last for the duration of that specific call to voicemail. To change to touchtone commands permanently, dial into your voicemail and say "**Personal Options**", then press **4.**
Note: This does not turn off the voice prompts, only the speech recognition that allows you to speak your commands.

To switch back to the Voice User Interface, dial into your voicemail and press **6** for Personal Options, then press **4**.