

Phone Commands For UM Voicemail (Voice and Touchtone Commands)

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" "Personal Contacts" "Directory" "Personal Options" "Repeat"	1 - Voice Mail 4 - Find a Contact 5 - Compose a Voice Message 6 - Personal Options 0 - Repeat Menu
While Listening to a Voice Mail Message	"Rewind" (rewinds a few seconds) "Repeat" (goes back to beginning) "Pause" (press any key to continue) "Fast Forward" "End" "Slow Down" "Faster"	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 a Voice Mail Message	"Play" "Next" "Delete Message" "Restore Message" "Call the Sender" "Reply" (c) "Main Menu" "More Options" "Previous" "Play Header" (a) "Forward Message" (d) "Flag for Follow-Up" "Mark as New" "Find by Name" "Envelope Information" (b)	# - 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 * (star) - Exit to Main Menu 00 - More Options <i>After Message Played Only:</i> 1 - Replay message 11 - Previous Message 2 - Call this contact 6 - Forward Message (d)

Notes:

- a) Header: date/from
- b) Envelope: date/time/from/length
- c) Reply: 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 a .wav file to the email address of the person you identify.

Personal Contacts/Find a Contact/Directory

First, set up contacts on a computer interface (Outlook or OWA)

Say "Personal Contacts" or "Directory"

- Say the contact's first name and last name
- Say location (office, cell, home, if you have listed these numbers)

Press 4 to Find a Contact

- Spell the last name and first name of the person you are looking for. (Press the number associated with each letter just once.)

To search the Directory:

- Press 00, then spell the last name and first name
- Press 0 to key in the 10-digit phone number

Personal Options

See *Touchtone Commands*

- 1 - Turn On/Off Telephone Out of Office Status
- 2 - Record Greetings
- 1 - Record Personal Greeting
- 2 - Record Out of Office Greeting
- 3 - Record Your Name (Voice Signature)
- * - Cancel
- 0 - Repeat this menu
- 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

Other things to know:

Deleted Messages

Voice mail messages can only be deleted by phone or through email.

When voice mail messages are deleted, they are placed in a Deleted Items folder in your email folders.

**** Note:** The Exchange server converts voicemail messages into email messages. Only voicemail messages located in your standard Outlook folders are accessible by telephone. Archived or deleted messages are not accessible by telephone.

**** 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.**
