Getting Started with Microsoft Unified Messaging

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<th>Type</th>
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<td>Purpose</td>
<td>This handout is designed to provide Bridgewater State University faculty and staff a helpful tool to assist with the transition to Microsoft Unified Messaging.</td>
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| Requirements| Microsoft Windows Operating System  
Microsoft Office 2010 |
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Getting Started

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Getting Started

Bridgewater State University has replaced our aging voice mail system (Meridian Mail) with Microsoft Unified Messaging. Unified Messaging brings your email, voice mail, calendar, and contacts to a centralized location and offers many new features.

There are three main tasks you need to complete to begin using Unified Messaging:

- Create your new PIN
- Record your voice mail greeting
- Record your name

You will receive an email welcoming you to Microsoft Exchange Unified Messaging once your account is migrated to Unified Messaging.

Follow the steps below to begin:

1. Log into email using the full Microsoft Outlook client or Outlook Web Access (OWA) at https://owamail.bridgew.edu.
2. Open the email message from Microsoft Exchange with the subject: Welcome to Exchange Unified Messaging.
3. In the body of the message, you will see the following information:
   - **Your Access Number**: 3057
   - **Your extension**: xxxx
   - **Your PIN**: xxxxxx

Create your new PIN

To begin, call the access number x3057 and enter the temporary PIN located in your welcome message.

The automated greeting will inform you that your systems administrator assigned you a temporary PIN and you need to create a new PIN. Follow the voice prompts to create a new PIN.

PIN requirements are as follows:

- Must be at least 6 numbers long
- Your PIN cannot be the same as your extension
- PIN must be complex, i.e. PINs of 123456 or 111111 are not allowed
Optional: Create a Greeting/Record your Name

To record your voicemail greeting follow these steps:

1. Dial the access number (x3057) and enter your extension and PIN when prompted
2. After the prompt, say the words "Personal Options".
   *Note: You will need to use the telephone keypad to complete the next steps.*
3. Press the number 2 to record your greetings
   - Press 1 to record your voice mail greeting
   - Press 3 to record your name

Access Your Voice Mail from Your Computer

There are two options available to play voice mail from your computer.

1. Play the message from Outlook using your computer’s built-in speakers.
2. Use the Play on Phone feature to listen to the voice mail on your phone.

Playing Voice Mail from Outlook

Note: The same tasks can be done by using Microsoft Outlook Web Access (OWA)

https://owamail.bridgew.edu

1. When you receive voice mail you will see a message in your inbox as shown below.
2. To play the message using your built-in computer speakers, click the play button in the body of the message.
Playing Voice Mail Using Play on Phone

Note: You must be on-campus to use the play on phone feature.

1. When you receive voice mail you will see a message in your inbox as shown below.
2. Click the Play on Phone button in the body of the voice message. **NOTE:** If prompted please enter your BSU username and password in the login box provided. This is a one-time prompt.

3. The Play on Phone box will appear with your extension listed in the dial menu.
4. Click the Dial button.

![Play on Phone](image)

4. Click the Dial button.

5. Answer your phone to begin listening to your voice mail.

**Play Voice Mail from Telephone**

1. Dial the Unified Messaging access number from any telephone.
   a. Dial Ext. 3057 from on-campus
   b. Dial 508.531.3057 from off-campus
2. Enter your extension and PIN when prompted.
3. The greeting will ask what you would like to do, say “Voice Mail.”
4. Your voice messages will be played.

**Reply to Voice Messages**

1. Dial the Exchange Access number.
   a. Dial Ext. 3057 from on-campus
   b. Dial 508.531.3057 from off-campus
2. Enter your extension and PIN when prompted
3. The greeting will ask what you would like to do, say “Voice Mail”.
4. While or after listening to your voice mail message, say “Reply” and start recording your message when prompted. You can then hang-up or press any key to listen to more options.

**Forward a Voice Mail**

1. Dial the Exchange Access number.
Getting Started with Microsoft Unified Messaging

1. a. Dial Ext. 3057 from on-campus
   b. Dial 508.531.3057 from off-campus
2. Enter your extension and PIN when prompted.
3. After the greeting, say “Voice Mail”.
4. While listening to your voice mail message, say “Forward Message”.
5. Say the name of the person you would like to receive the voice message.

Deleting Voice Messages

There are two ways to delete voice messages, using Microsoft Outlook or the Exchange Access Number

- Delete Voice Messages Using Microsoft Outlook
- Delete Voice Messages Using The Exchange Access Number

Delete Voice Messages Using Microsoft Outlook

To delete voice messages from outlook or OWA, select the message you wish to delete and press the delete key on your keyboard or click the black “x” in the Outlook toolbar.

When a voice message is deleted in Outlook or Outlook Web Access, the message is moved to the deleted items folder. From here you have the option of restoring a message or deleting it permanently.
Delete Voice Messages Using the Exchange Access Number

1. Dial the Exchange Access number.
   a. Dial Ext. 3057 from on-campus
   b. Dial 508.531.3057 from off-campus
2. Enter your extension and PIN when prompted.
3. Say “Voice Mail” or press the number 1 if using the touchtone interface.
4. After the message plays, say “Delete” or press the number 7 if using the touchtone interface.

Resetting your PIN

If you forget your PIN you can easily reset it by using Microsoft Outlook or Outlook Web Access. Once your PIN is reset, a temporary PIN will be sent to you. Note: After logging in with your temporary PIN you will need to create a new PIN as shown in the Getting Started section.

I want to:

- Reset my PIN using the Microsoft Outlook client (most common)
- Reset my PIN using Outlook Web Access (from home)

Reset PIN Using Outlook

1. Open Microsoft Outlook.
2. From the menu bar, click Tools then Options.
3. Click the **Voice Mail** tab.

4. Click the **Reset PIN** button.

5. Click **OK** to confirm.
Reset PIN from Outlook Web Access (OWA)

1. Open OWA by navigating to https://owamail.bridgew.edu or by selecting Employee Email from the Quicklinks menu on the BSU homepage.
2. Enter your username and password in the appropriate fields.
3. Select the Options button near the top-right of the screen.
   
   Click Voice Mail from the options list on the left menu.
4. Click the link for Reset Voice Mail PIN....
Change From Voice Commands to Touch Tone Interface

Unified Messaging makes it easy to switch back and forth to voice commands or the touchtone interface. The directions below demonstrate how to change to the touchtone (keypad) interface. Follow the same steps to switch back to the default voice command interface.

1. Dial the Exchange Access number.
   a. Dial Ext. 3057 from on-campus
   b. Dial 508.531.3057 from off-campus
2. Enter your extension and PIN when prompted.
3. After the greeting, say “Personal Options” Note: once you say “personal options,” the system requires you to make your next selection by using the keypad on your phone.
4. Press the number 4 to start using the Touchtone Interface.

Express Messaging

Express Messaging allows you to transfer or leave someone a voicemail without ringing their phone or listen to their voicemail greeting. This not only saves time but is helpful when the recipient of the message does not want to be disturbed by a ringing phone. Follow the directions below to use Express Messaging.

Express Messaging provides you with two options to locate the user you are trying to reach:

- By typing their name by using the touchpad
- By typing their extension

Locate User by Entering Name

1. Dial the Exchange Express Messaging number. Note: This is a different number than the Exchange Access number.
   a. Dial Ext. 3058 from on-campus
   b. Dial 508.531.3058 from off-campus
2. A recording will play asking you to spell the name of the individual you are trying to reach. Use the keypad to enter the recipient’s name, last name first.
3. If the system identifies multiple people based on your selection, you will have the option of selecting which individual you would like to contact.
4. Press the pound (#) key to begin leaving your message.
Locate User by Entering Extension

1. Dial the Exchange Express Messaging number. Note: This is a different number than the Exchange Access number.
   a. Dial Ext. 3058 from on-campus
   b. Dial 508.531.3058 from off-campus
2. Wait until the recording instructs you to press the pound (#) sign to dial by extension.
3. When prompted, type the extension of the user you are trying to contact.
4. For verification, the system will play the name of the user you are trying to reach.
5. Press the pound (#) key to leave your message.
6. Once complete, you can hang up, or press the pound (#) sign for more options.

Transfer a Call to Voice Mail Using Express Messaging

Follow the steps below to transfer a call directly to a user’s voice mail box without ringing their phone.

1. While on a call, press the transfer button on your telephone keypad.
2. Dial the Express Messaging number x3058.
3. A recording will play giving you multiple options to locate the individual. Press the pound key (#) to locate by extension.
4. Dial the extension of the user you are trying to reach.
5. Press the pound key (#) to allow the users to leave a voice message.
6. Immediately press the transfer button on your phone.

Change Your Voice Mail Greeting

There are two ways to change the greeting that is played to callers when they access your voice mail.

- Record Voice Mail Greeting From Microsoft Outlook
- Record Voice Mail Greeting From The Exchange Access Number

Record Voice Mail Greeting From Microsoft Outlook

1. Open Microsoft Outlook.
2. From the menu bar, click File.
3. Click the **Voice Mail** button.
4. Click the **Call** button as shown in the image below.
5. Answer your phone when it rings and follow the prompts to record your voice mail greeting.

**Open an Additional Mailbox**

If you manage a department mailbox or need to know promptly when new voice messages arrive, you can open the mailbox directly through Outlook.

1. Open Microsoft Outlook.
2. From the menu bar, click **File** then **Account Settings and Account Setting**.
3. In the Email tab of the Outlook Account settings window, highlight the email account name and click Change...
4. In the Change Email Account window, click the button for More Settings...
5. In the window that appears select the **Advanced** tab then click **Add**...
6. In the Add Mailbox window, type the name of the mailbox you wish to open. Click the OK button. If you don’t know the exact name, type the word voice and click OK. The Check Name window will appear so you can select the proper voice mail box. Click OK when finished.
7. Click **Next** then **Finish** in the Change Email Account window.
8. Close the **Account Settings** window if still open.
9. You will notice that you now have an additional mailbox under mail folders. All voice mail sent to this mailbox will be viewable here.
10. Optional: To make viewing voice messages easier, IT recommends you add your newly added mailbox to your favorite folder list. In the newly added mailbox, select the **Inbox**, right-click and choose **Add to Favorite Folders**.
11. You will now be able to easily access this mailbox and see when new messages arrive.
Where Do I Go For Help?

IT has extensive training documentation about Microsoft Unified Messaging online at
https://my.bridgew.edu/departments/systems/UnifiedMessaging/SitePages/Home.aspx You may also
utilize the search tool at the top of the BSU homepage and type in keywords such as "voice mail",
"UM", or "unified messaging." Key matches will be displayed taking you directly to the Unified
Messaging website.

If you are unable to resolve your issue online, please contact Computer Support Services by dialing
508.531.2555 or by sending an email to itsupport@bridgew.edu.