



Microsoft®  
**Exchange Server 2010**

**Setting up your New Staff Voicemail**

**EVA: Exchange Voicemail Access**

**IT Services**

## 1. Welcome to the Exchange 2010 Unified Messaging Instructions for campus Staff voicemail

Coventry University is rolling out a new email system for staff on Exchange 2010. This new service will provide for your email and your voicemail access. This new service gives you some really useful features such as following:

- **A new auto attendant (called EVA) who allows you direct interaction and control of your mailbox using only your voice.**
- **Receive voicemail messages that are left for you directly into your mailbox so that you can play them back from Outlook or from your mobile phone without having to be in the office.**
- **Manage calendar appointments via your phone and let EVA notify all attendees that you're going to be late.**
- **Use EVA as an automated switchboard to help you find somebody in the University Directory.**

IT Services have already setup your mailbox, but there are still a few steps that you will have to perform to setup and personalise your voicemail.

This short document provides you with the steps necessary on how to:

- **Use your phone to connect to Coventry University Exchange Voicemail**
- **Setup your voicemail greeting**
- **Setup voice interaction or touch tone if you prefer**

## 2. How do I know if my voicemail has been enabled?

Once your voicemail is activated you will be sent an email from our Exchange service with the subject line "Welcome to Exchange Unified Messaging". This email contains you PIN information to access the new voice service. The message looks similar to below:

**From:** Microsoft Outlook  
**Sent:** 31 January 2011 12:17  
**To:** You  
**Subject:** Welcome to Exchange Unified Messaging

### Welcome to Exchange Unified Messaging

To use your phone to access your e-mail, calendar, and contacts, call your Outlook Voice Access number and enter your PIN at the prompt.

Your number: 987654  
Your PIN: 123567

Welcome to the Coventry University Voicemail Service Your Outlook Voice Access number is **024 77 654654**

## 3. Connecting to your Campus Voicemail

It is important that you complete all the following steps in this guide or you might not receive voicemail messages correctly.

**Step 1:** Using any campus telephone or your mobile, dial the auto attendant service on:

# 02477 654654



**Step 2:** Enter your extension number if requested. When prompted, enter the PIN number sent to you in your Exchange Voicemail Email followed by the (#) key.

**Step 3:** The first time you connect you can change the PIN number provided to you but please make sure you don't forget it! Next, listen to EVA who will guide you through the prompts to record your name and personal greeting if you do not wish to use the default. When you are done, hang up!

**Step 4:** Your voicemail is now ready! You can return the voicemail service at any time following steps 1 & 2 where EVA will guide you through the available options to access your email, voicemail, calendar, contacts and other available options.

## 4. Forwarding Options

Select “CFwdALL” on your phone and enter the voicemail number ‘654654’ wait a few seconds and your phone should be forwarded to voicemail. To cancel the call forward press ‘CFwdALL’

## 5. Other Useful tips

### Change between the Voice Control and the Keypad Control

Change from the voice user interface to the touch tone interface. Say “Personal Options” and press 4 on the telephone keypad. You should hear “You have chosen the touch tone interface. Returning to the main menu” You can now use the touch tone interface instead of the voice interface.

Change from the touch tone interface to the voice user interface press 6 and then 4 on the telephone keypad. You should hear “You have chosen the voice user interface. Returning to the main menu” You can now use the voice control instead of the keypad control.

If you are currently using the voice commands say “Personal Options” and press 4 on the keypad.

### Using Voice Access Control with EVA

The voicemail control is the default option for the EVA service and is configured to understand English only. While EVA understands the majority of grammatical phrases there is some accents background noise scenarios where speech is difficult to capture. If EVA has difficulty understanding you, you will be given the option to repeat or change the menu navigation to the touchpad.

## Reading and Reviewing E-Mail

Users can listen to, reply to, create, and forward unread e-mail messages using the telephone. For example, if users are expecting an important e-mail message, and do not have access to the Internet, they can use a mobile phone to dial the subscriber access number or the number that is used for Outlook Voice Access. After users enter their extension number, enter their PIN, and then say, "E-mail," the Unified Messaging server will access the users' mailbox and read their unread e-mail. While the Unified Messaging server reads an e-mail message, the user can say one of the following:

- "Reply" to reply to the sender.
- "Reply all" to reply to all recipients on the e-mail message.
- "Forward" to forward the e-mail message to another user.
- "Flag" to flag the message for follow up.
- "Hide" to hide the conversation.

## Listen to E-Mail Messages

To listen to e-mail messages using the voice user interface (VUI), users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "E-mail" to access e-mail.
2. The Unified Messaging server will read the name, subject, time, and priority of the first unread e-mail message.
3. The user can then say one of the following options:
  - "Next message" to mark the message as Read and go to the next e-mail message.
  - "Mark unread" to keep the message marked as Unread and go to the next message.
  - "End" to jump to the end of the message.
  - "Delete" to delete the message.

## Listening to e-mail messages using the touch tone pad

To listen to e-mail messages using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Press 2 to access e-mail.
2. The Unified Messaging server will read the name, subject, time, and priority of the first unread e-mail message.
3. The user can then press one of the following options:

- Pound (#) key to mark the message as Read and go to the next e-mail message.
- 9 to keep the message marked as Unread and go to the next message.
- 33 to jump to the end of the message.
- 7 to delete the message.

## Reply to E-Mail Messages

To listen to e-mail messages and then reply using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "E-mail" to access e-mail.
2. Say "Next message" repeatedly until they reach the e-mail message to which they want to reply.
3. Listen to the message or say "End" to go to the end of the message.
4. Say one of the following:
  - "Reply" to reply to the sender.
  - "Reply all" to reply to the sender and all other recipients.
  - "Forward" to forward the message to another user or group.
5. Record a reply and then hang up, remain silent, or press any key. To accept the reply message and send it, say "Send it."

## Replying to an e-mail message using the touch tone pad

To listen to e-mail messages and then reply using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Press 2 to access e-mail.
2. Press # repeatedly until they user reach the e-mail message to which they want to reply. Press 9 to mark the message as Unread.
3. Listen to the message or press 33 to go to the end of the message.

4. Press 8 to reply to the sender, press 88 to reply to the sender and all other recipients, or press 6 to forward the message to another user or group.
5. Record a reply, and then press #. To accept the reply message and send it, press 1.

## Replying to an e-mail message using the touchtone pad

Listen to the Next Unread E-Mail Message

To listen to an e-mail message and then go to the next unread message using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "E-mail."
2. Say "Next unread." Say "Mark unread" if they want to mark the message as Unread.

## Reading the next unread e-mail message using the touchtone pad

To listen to an e-mail message and then go to the next unread message using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Press 2 to access e-mail.
2. Press ## to listen to the next unread message. Press 9 to mark the message as Unread.

## Flag an E-Mail Message for Follow Up

To listen to e-mail messages and flag messages for follow up using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "E-mail" to access e-mail.
2. Say "Next message" repeatedly until they reach the e-mail message that they want to flag for follow up. Say "Mark unread" to mark the message as Unread.
3. Listen to the message or say "End" to go to the end of the message.
4. Say "Flag" or "Flag for follow up" to flag the message for follow up.

## Flagging an e-mail message for follow up using the touch tone pad

To listen to e-mail messages and flag messages for follow up using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Press 2 to access e-mail.
2. Press # repeatedly until they reach the e-mail message that they want to flag for follow up. Press 9 to mark the message as Unread.
3. Listen to the message or press 33 to go to the end of the message.
4. Press 0 (zero) twice to access more options.
5. Press 44 to flag the message for follow up.

## Managing Calendar Items

Users can listen to, reply to, create, and forward items in their calendar over the telephone.

For example, a user has a meeting at 10:00 A.M. However, because of some unexpected delays, the user will be 15 minutes late. The user can inform the other meeting attendees by calling the telephone number for Outlook Voice Access, logging on to the Exchange 2010 mailbox, and then accessing the list of meetings for that day in the calendar. After Unified Messaging reads the meeting request for the 10:00 A.M. meeting, the user can use the *I'll be late* feature to inform all the meeting attendees that the user will be 15 minutes late. Each attendee will receive an e-mail message that informs them that the user will be 15 minutes late. The user also has the option to attach a voice mail message.

In another example, a user may have an important client who decides to schedule an all-day meeting on very short notice. The user must cancel all other meetings for that day in the simplest possible way. Using the *Clear my calendar* feature, users can quickly and easily clear their calendar for the whole day.

### Send an I'll Be Late Message

To send an I'll be late message to meeting participants using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "Calendar for today."
2. Listen to the meeting request.
3. After the meeting request has been read, say "I'll be late."



4. Unified Messaging asks, "How late?" Say "10 minutes."
5. Unified Messaging asks, "Do you want to record a message?" Say "Yes." Record the message, and then say "Send it."

### **Sending an I'll be late message using the touchtone pad**

To send an I'll be late message to meeting participants using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Press 3 to access their calendar.
2. Listen to the meeting requests to locate the meeting for which to send an I'll be late message.
3. After the meeting request has been read, press 3.
4. Unified Messaging asks, "How late?" Enter 10 on the telephone key pad.

### **Cancel a Meeting**

To cancel a meeting, the user must be the meeting organizer. To cancel the meeting using the VUI, meeting organizers must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "Calendar for today" to access their calendar.
2. Listen to the meeting request.
3. After the meeting request has been read, say "Cancel meeting."
4. Confirm the meeting cancellation by saying "Yes."
5. After Unified Messaging asks whether the meeting organizer wants to attach a recorded message, say "Yes." Record the message, and then say "Send it."

## Canceling a meeting using the touchtone pad

To cancel a meeting, the user must be the meeting organizer. To cancel the meeting using the touchtone interface, meeting organizers must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Press 3 to access their calendar.
2. Listen to the meeting requests to locate the meeting to cancel.
3. Press 7 to cancel the meeting.
4. If meeting organizers choose to send a voice message, they can then press one of the following options:
  - # to stop recording the message.
  - 1 to accept the recorded message.

## Clear a Calendar

To clear their calendar using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "Calendar for today" to access their calendar.
2. Say "Clear my calendar."
3. Enter the time or the number of days to be cleared.
4. After Unified Messaging asks whether they want to attach a recorded voice message, they say "Yes," record the message, and then say "Send it." If they do not want to send an attached recorded voice message, they say "No."

## Clearing a calendar using the touchtone pad

To clear their calendar using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Press 3 to access their calendar.
2. Press 00 to go to the More Options menu.
3. Press 77 to clear their calendar.
4. Enter the number of hours to clear from the calendar.
5. If users choose to send a voice message, they can do one of the following:
  - Press # to not send a voice message

- Record the voice message when prompted, press # to stop recording the message, and then press 1 to accept the recorded message.

## Accept a Meeting Request

To accept a meeting request using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "E-mail" to access their e-mail.
2. Listen to the e-mail message that contains a meeting request.
3. Say "Accept" to accept the meeting request.

## Accept a Meeting with the touch tone pad

To accept a meeting request using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Press 2 to access their e-mail.
2. Listen to the e-mail message that contains a meeting request.
3. Press 4 to accept the meeting request.

## Reply to a Meeting Request

To reply to a meeting request using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "Calendar for today."
2. Listen to the meeting requests to locate the meeting request to reply to.
3. Say "More options" to open the More Options menu.
4. Say "Reply" to reply to the meeting organizer.
5. Record a message.
6. Say "Send it."

## Replying to a meeting request using the touchtone pad

1. To reply to a meeting request using the touchtone interface, users must dial the UM subscriber access number, enter their extension number and PIN, and then do the following:
2. Press 3 to access their calendar.
3. Listen to the meeting requests to locate the meeting request to reply to.
4. Press 00 for more options.
5. Press 8 to reply to the meeting organizer.
6. Record a message, and then press #.
7. Press 1 to accept the recording and send the message.

## Managing Personal Options and Contacts

Users can manage their personal options and contacts using Outlook Voice Access. They can:

- Call a personal contact.
- Locate and call a user in the directory.
- Configure personal options, such as changing their PIN over the telephone.

## Record a Personal Greeting

To record a personal greeting using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "Personal options" to access the Personal Options menu.
2. Press 2 to record greetings.
3. Press 1 to record a personal greeting.
4. Press # to stop recording the personal greeting.
5. If they have to re-record their personal greeting, they should press 2.
6. Press 1 to accept the personal greeting.

## Recording a personal greeting using the touchtone pad

1. To record a personal greeting using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

2. Press 6 to access personal options.
3. Press 2 to record greetings.
4. Press 1 to record a personal greeting.
5. Press 2 to re-record the personal greeting.
6. Press # to stop recording the personal greeting.
7. Press 1 to accept the personal greeting.

**Note:**

When users change their telephone greeting, they are also given the option to turn on or off their e-mail automatic reply message.

## Send a Voice Message to a User

Users can locate and send a voice message to another voicemail-enabled user. To send a voice message to another user using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "Directory."
2. Say the name of the person to locate.
3. Select the correct person from the list.
4. Say "Send a message," and then record the voice message.
5. Say "Send it" to send the message.

## Sending a voice message to another user using the touchtone pad

1. Users can locate and send a voice message to another voicemail-enabled user. To send a voice message to another user using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:
2. Press 4 to search for a contact.
3. Press 00 to locate the person in the directory.
4. Spell the name of the person to locate using the telephone keypad.
5. Select the correct person from the list.

6. Press 3 to send a voice message to the person.
7. Record the voice message, and then press # to stop recording.
8. Press 1 to accept the voice message and send it.

## **Locate and Call a User in the Directory**

To locate and call a user in the directory using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "Directory."
2. Say the name of the person to locate.
3. Select the correct person from the list.
4. Say "Call the office."

## **Locating and calling a user in the directory using the touchtone pad**

To locate and call a user in the directory using the touchtone interface, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Press 4 to access personal contacts.
2. Press 00 to locate a person in the directory.
3. Spell the name of the person to locate using the telephone keypad.
4. Select the correct person from the list.

## **Change a PIN**

To change their PIN using the VUI, users must dial the voicemail number in step 3, enter their extension number and PIN, and then do the following:

1. Say "Personal options."
2. Press 3 to change the PIN.
3. Enter the new PIN, and then press #.
4. Press # to confirm the new PIN.

This process is shown in the following figure.

## Changing a PIN using the touchtone pad

1. To change their PIN using the VUI, users must dial the UM subscriber access number, enter their extension number and PIN, and then do the following:
2. Press 6 to change personal options.
3. Press 3 to change the PIN.
4. Enter the new PIN, and then press #.
5. Press # to confirm the new PIN.