Exchange Voice Mail (Unified Messaging)

Menu and Extension Mailboxes → Voice Mail Only Accounts

Colorado State University is switching from Octel Voice Mail to Exchange Voice Mail (Unified Messaging) by the summer of 2011. Telecommunications will work directly with departments in scheduling the transition during the spring 2011 semester.

The functionality provided by Menu and Extension mailboxes in the Octel system will be provided by Voice Mail Only accounts in Exchange. When a voice mail only account is created, the “owner” of the account is sent a username and password that can be used to access Outlook Web App, where menu options can be configured. Telecom staff can also assist people when configuring menu mailboxes.

Key Features of Exchange Voice Mail Only Accounts used for Menu Mailboxes:

- Using Outlook Web App, the owner of the mailbox can record greetings and configure menu options for the menu or extension mailbox.
- Voice mail messages left for a menu mailbox (if its configured to receive messages) may be accessed over the phone by dialing 491-5500 or by listening to attachments sent via e-mail to the voice mail only account.

Help for Exchange Voice Mail

Information about Exchange Voice Mail, the Transition Time Table, and Frequently Asked Questions can be found at the following website under the Exchange Voice Mail section:

http://help.mail.colostate.edu
**Voice Mail Storage and Quotas**

Menu and Extension Mailboxes (using functionality provided by a Voice Mail Only account): Voice mail messages are stored in the underlying Voice Mail Only Exchange account for 180 days before being automatically deleted from the account. Note: Users can delete voice mail messages from the Inbox at any time. The quota for Voice Mail only accounts is 100 MB, which equates to approximately 1000 Voice Mails.

Tip: Messages stored on Octel will not be migrated to the Exchange Voice Mail system.

**Option 1 → Accessing the Voice Mail from the Inbox using Outlook Web App (OWA)**

Users with a Voice Mail Only account can access their voice mail anywhere they have internet access using OWA.

**Tip:** OWA is also the tool that will be used to configure menu options and greetings.

**Access the OWA website:**

OWA URL:  [http://mail.colostate.edu](http://mail.colostate.edu)

Login with your 10-digit phone number (ex: 9704917976) as the Username. The password is sent to the owner of the menu mailbox when the account is created. If you do not know your password, you can use the steps below to reset the OWA password for your Voice Mail Only account.

**How to Reset the Voice Only Mailbox Password for OWA**

The password for the voice only mailbox can be reset by navigating to the Exchange Help website and selecting “Change VM only Password” from the Exchange Voice Mail section of the page.

Exchange Help URL:  [http://help.mail.colostate.edu](http://help.mail.colostate.edu)
Using OWA to Set up Voice Mail Phone Options and Rules

Once logged in to OWA, select the Options menu located in the upper right side of the screen. From the Options menu, select See All Options.

Select Phone from the left task pane of the Options window.

Next, select the Voice Mail icon from the Phone tools.

Tip: If you access your account and don’t see a Voice Mail icon, then your account is not set up with a mailbox.

The following options will be covered in this handout:

- Call Answering Rules
- Reset PIN
- Greetings
- Notifications
Call Answering Rules

Use OWA to set Rules for missed calls. A rule can include a condition and an action. Some of the options include:

If the caller is:

A rule can be set to identify a Caller and route them according to the defined Action. For example, a rule can identify a caller and route them to a Find Me Action. In addition to the rule, a personalized greeting for the Caller can be created if they should end up leaving a voice mail message.

If the call is during this period:

A Condition can be set to route Callers to a specific Action if it meets the hours set in the criteria. For example, a rule can be set to route all phone calls to voice mail if the calls are received Monday – Friday between Noon and 1 p.m.

A personalized greeting should then be created for the given rule. For example, “Hello. This is Jane Smith, I am not available between Noon and 1 p.m. Press the # key to leave a message”.

If my schedule shows my status is:

A Condition can be set for calendar status and route Callers to a specific Action or customized voice mail message.
Actions can include:

Find me at the following number(s):

This Action provides the caller with a menu of alternate number(s) in order to try and reach that individual.

**Tip:** A personal greeting can also be recorded for each Find Me action.

Transfer the Caller to:

This Action provides the caller with a menu in which they can select an option and be transferred. For Example, Press 1 for the Help Desk, Press 2 for Training.

**Tip:** A personal greeting can also be recorded for the transfer menu.

Leave a Voice message: This option is turned on by default.
Setting up a Rule

Make sure you are logged in to OWA and at the Voice Mail settings under the Phone menu.

**Tip:** From OWA, select Options, See All Options, Phone, Voice Mail, Call Answering Rules.

From the Call Answering Rules, select New Rule

From the New Rules window, select the Condition and add an Action.

Note: Keep your rules simple. When creating rules, all criteria must be met or the rule will not work. One can easily “lock down” a rule so it simply can’t meet any of the conditions set and therefore fail.

Provide a unique name for the rule being created.

Position the cursor in the Name field and type the name.
Example using the Transfer the Caller to…..

Using the Transfer the caller to rule ➔ Setting up a menu for the caller:

When a caller dials a number and it is tied to a transfer menu, the caller will hear a menu of options. The caller will press the menu item and be transferred to the phone number. If the menu is tied to a voice only mailbox, then the user will hear the customized greeting and leave a message. If the menu is not tied to a voice only mailbox, the caller will either be connected to a live person or a voice mailbox.

**Tip:** Don’t forget to set a “greeting” for the menu or it will default to the system generated greeting for the menu.

**Setting up Menu Option 1 ➔ Complete the following fields:**

In the example below, “Training” is the menu option when the user presses 1. The caller will be transferred to the phone numbered listed. Click on Apply.

Repeat the process for the next menu option. Make sure to select “2” for the next menu item and set up the text and phone numbers. Repeat these steps until the menu is complete.

**Tip:** If you want to add a menu item to “repeat the menu”, then type in the key words for the menu, select the menu item number, and select the Contact option. Type in the 10 digit phone number for the mailbox containing the rule. Also, select the checkbox for Transfer directly to voice mail. This option will go directly into the menu and bypass any dialing of phone numbers.

Lastly, remember to record a custom greeting for the Transfer rule. Otherwise, the auto attendant will read the menu as it is displayed in the rule box and it can be confusing to hear. Record a custom greeting by selecting the link for Call the Plan on Phone number to play or record a greeting for this call answering rule. **NOTE:** If the rule lives on a voice mail only
account, then have Outlook call a phone in your office so you can pick up the call and record the greeting. The greeting will be stored for the mailbox that is calling you.

Press Save and Close when finished making the rule. The button is located at the bottom right side of the page.

Example of completed rule:

**Tip:** To activate the rule, select the “enabled” check box for the rule.

![Call Answering Rules](image)

The Rule will live in the Call Answering Rules and can be turned on/off at any time. More than one rule can exist. Check the Rule to be applied.

Edit the Rule by selecting the Edit button from the Call Answering Rules. Save when finished.

**Reset PIN**

Use OWA to reset the PIN that is used to access your Voice Mail Only account from the phone.

Make sure you are logged in to OWA using your 10-digit phone number as the Username and are at the Voice Mail settings under the Phone menu.

**Tip:** From OWA, select Options, See All Options, Phone, Voice Mail, Reset PIN.

Select “Reset my Voice Mail PIN…” from the Reset PIN section of the screen.
Select OK from the Reset Voice Mail PIN dialog box. A temporary PIN will be emailed to the inbox of the Voice Mail Only account.

Dial 970.491.5500 and use the temporary PIN to access your account.

Once the temporary PIN has been keyed in, the Voice Mailbox Assistant will prompt the user to set a new PIN.

Greetings

Use OWA to create, select or edit your personal Greeting and/or Extended Greeting.

Make sure you are logged in to OWA and are at the Voice Mail settings under the Phone menu.

Tip: From OWA, select Options, See All Options, Phone, Voice Mail, Greetings.
To listen, edit or create a new greeting, select the option from the Greeting menu and then click on the link beneath it labeled “Call me to play or record the selected greeting...”

Note: The Play on Phone section below the Greetings category displays the phone number that will be called to create, edit, and/or delete a greeting or extended greeting. The Voice Mail assistant will guide you through the “greetings” process.

![Play on Phone]

**Voice Mail Preview**

Use OWA to set Voice Mail Preview options.

Make sure you are logged in to OWA and are at the Voice Mail settings under the Phone menu.

**Tip:** From OWA, select Options, See All Options, Phone, Voice Mail, Voice Mail Preview.

From the Voice Mail Preview section, choose the options to be used when sending and receiving messages.

![Voice Mail Preview]

**Tip:** Results vary with the accuracy of the text preview of Voice Mail messages so listening to the sound file may be necessary.
Using the Phone to Access Voice Mail and Setup Personal Options and Greetings

The phone can be used to access the voice only mail account and to setup customized menu options and greetings.

Access your voice mail settings via the phone by dialing 491.5500 and keying in your PIN.

From the menu options, select 6 for Personal Options.

From the Personal Options menu, select one of the options below:

- Press 1 to turn telephone greetings on and to let people know you are away
- Press 2 to record greeting
- Press 3 to change your PIN
- Press 4 to use the touch tone interface
- Press 5 to change your local time zone
- Press 6 to use the 24 hour time format
- Press the * key to return to the main menu
- Press 0 to repeat menu