UCF Office 365 Cisco Unified Messaging

Migrated and newly enabled accounts with the Cisco Unified Messaging feature can check voice mail via email Inbox, desk phone, or remote dial.

Once an Office 365 account is enabled with Cisco Unified Messaging access a “Welcome” email is delivered to the Inbox. A sample “Welcome” email is displayed below.

Sample Welcome Email to Unified Messaging

From: Microsoft Outlook
Sent: Monday, September 12, 2016 7:04 PM
To: Your Account
Subject: Welcome to Exchange Unified Messaging

Welcome to Exchange Unified Messaging

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

Your access numbers: 14078234411 or 34411
Your number: 3XXXX
Your PIN: Your PIN is unchanged

To change your voice mail settings:

- In Outlook on the web, from the navigation bar, select Settings > Options.
- In the left pane, select General > Voice mail.
- Choose the voice mail option you’d like to change.

The internal number to check your voicemail via your workstation phone device is 3-4411. The external number to check your voicemail via phone devices outside the university is (407) 823-4411. Please allow one business day for services to be completed before checking or setting up voicemail.

Options to check Voice Mail with Unified Messaging

1) Outlook or OWA Inbox. Voice mail messages are delivered via .wav file. A sample email with the voice mail attachment is shown below.

   ![Sample Email with Voice Mail Attachment](image)

2) Desk Phone. Cisco desk phones have a “Messages” button for easy message retrieval.

3) Remote Dial in. When located off site and from a non-UCF phone, voice mail can be access by dialing 407-823-4411. Follow the prompts for your extension and pin to retrieve voice mail.
Managing Voice Mail Settings via Outlook Web Access

1) Login to Outlook Web Access, Click into Mail, click the Sprocket in the top right corner, click Options

2) At the bottom of the Options screen, click Mail

3) Expand “General” and click Voice Mail
Voice Mail Configuration Options

1) Call Answering Rules

Call answering rules

Choose how your calls will be handled when you don't answer the phone. Calls will be answered with a standard greeting or a greeting you record. You can let the callers leave a voice message, transfer the call, or try to find you. Rules will be applied in the order shown. If you don't want a rule to run, you can turn it off or delete it.

2) Greetings

Greetings

You can choose which greeting callers will hear when they reach your voice mail.

- Default voice mail greeting
- Greeting that lets callers know you'll be away for an extended period of time

Call me to play or record the selected greeting

3) Notifications

Notifications

You can receive notifications when people call you and don't leave a voice message.

- Send an email message to my inbox when I miss a phone call

You can receive text message notifications to alert you when you miss a phone call or receive a voice message.

- I don't want to receive text messages about missed calls and voice messages
- I only want to receive text message notifications when I have voice messages
- I want to receive text message notifications about missed calls and voice messages

Text messaging notifications aren't currently set up for this account.

Set up text messaging
4) **Outlook Voice Access**

   To use your phone to access your voice mail, email, calendar, and contacts, call the Outlook Voice Access number and enter your PIN when you hear the prompt. For more information about the Outlook Voice Access number, please contact the person who manages your email.

   You can access your new messages in the order you prefer.
   - From newest to oldest
   - From oldest to newest

   You can choose the email folder to read when you call into Outlook Voice Access.

   Your current folder selection is Inbox.

   Change folder

5) **Play On Phone**

   This is the number that will be called when you click the Play on Phone button to listen to a voice message.

   20486

6) **Reset PIN**

   Reset the PIN you use to access your mailbox from a phone. You'll receive your temporary PIN in an email. You can then change your temporary PIN from the phone the next time you call Outlook Voice Access.
7) Voice Mail Preview

Voice mail preview

You can preview the text of voice messages you receive. You can also include text previews with voice messages you send. To turn on voice mail preview, choose from the options below.

- Include preview text with voice messages I receive
- Include preview text with voice messages I send through Outlook Voice Access