

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

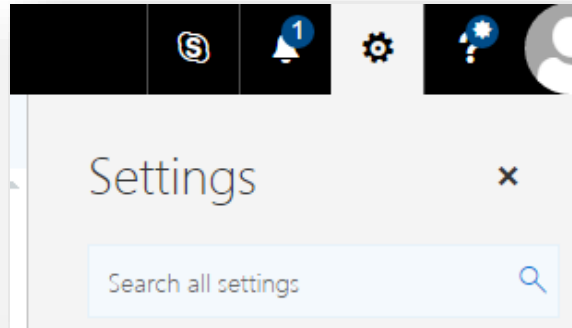
- 1) Outlook or OWA Inbox. Voice mail messages are delivered via .wav file. A sample email with the voice mail attachment is shown below.

33941  Voice Mail (2 seconds) • Test call 1:48 PM. Preview provided by Microsoft Speech Technology. Learn More... _

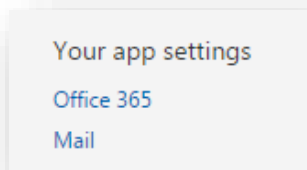
- 2) Desk Phone. Cisco desk phones have a "Messages" button for easy message retrieval.
- 3) Remote Dial in. When located off site and from a non-UCF phone, voice mail can be access by dialing 407-823-4411. Follow the prompts for your extension and pin to retrieve voice mail.

Managing Voice Mail Settings via Outlook Web Access

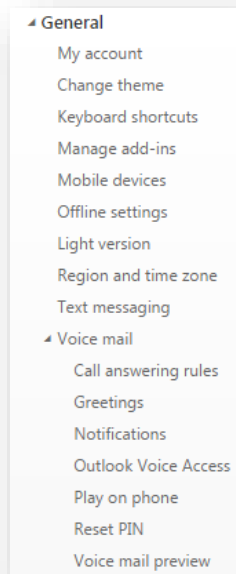
- 1) Login to Outlook Web Access, Click into Mail, click the Sprocket in the top right corner, click Options



- 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

 Save  Discard

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

 Save  Discard

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

Save Discard

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 in to Outlook Voice Access.

Your current folder selection is **Inbox**.

[Change folder](#)

5) Play On Phone

Save Discard

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 PIN

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

[Reset my voice mail PIN](#)

7) Voice Mail Preview

