GSU/GPC Consolidation

Voicemail Instruction for Faculty/Staff

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1. Document Control

Version	Updated By	Date Updated	Comments
1.0	Kim Foney	2/25/16	Initial Draft

2. Outlook Voice Access Options

Say **Voicemail** - Listen to new voicemail messages and delete messages.
Say **Email** - Listen to new email messages and delete messages.
Say **Calendar** - Listen to your schedule for the day, send "I'm running late messages", cancel meetings or contact the meeting organizer.
Say **Personal Contacts** - Call a personal contact or locate.
Say **Directory** - Locate a contact by first name and last name.
Personal Options - Change settings for your mailbox including your PIN.
Note: This menu option is not voice activated and requires you to use a keypad when entering options.

3. Record Your Greeting

1. Call Outlook Voice Access using the number that you received in your inbox or press the Message button on your phone.
2. From the Outlook Voice Access Main Menu, say *Personal Options*.
3. **Press 2** to record greetings.
4. **Press 1** to record your greeting.
    a. To *accept* your greeting, **press 1**.
    b. To *reject* your greeting and re-record, **press 2**.

4. Recording an External Greeting

1. Call Outlook Voice Access using the number that you received in your inbox or press the Message button on your phone.
2. From the Outlook Voice Access Main Menu, say *Personal Options*.
3. **Press 2** to record greetings.
4. **Press 2** to record a greeting for when you are out of the office.
    a. To *accept* your greeting, **press 1**.
    b. To *reject* your greeting and re-record, **press 2**.

5. Record Your Name

It is highly recommended to record a personal greeting and your name to personalize your mailbox. If you do not record your name, callers will hear a computer-recorded voice stating your name.

1. Call Outlook Voice Access using the number that you received in your inbox or press the Message button on your phone: and enter your pin.
2. From the Outlook Voice Access Main Menu, say **Personal Options**.
3. **Press 2** to record greetings.
4. **Press 3** to record your name.
      a. To accept your recording, **press 1**.
      b. To reject your recording and re-record, **press 2**.

6. Managing Personal Options

When you *say* "**Personal Options"**, you will access a menu allowing you to adjust account settings such as resetting your password and recording greetings.

You can also use the keypad to select one of the following options (***note:*** *this menu is not voice activated*):
Press 1: Turn on Automatic Replies to let people know you're away
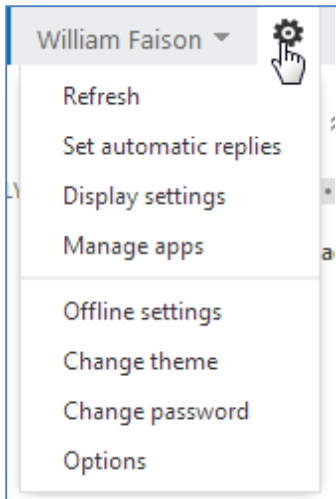**Press 2:** Record greetings
Press 3: Change your PIN
Press 4: Activate the Touch Tone Interface
      o If you activate this feature, voice-activated options will be turned off.
      o Access this option once again to re-enable the voice-activated menu.
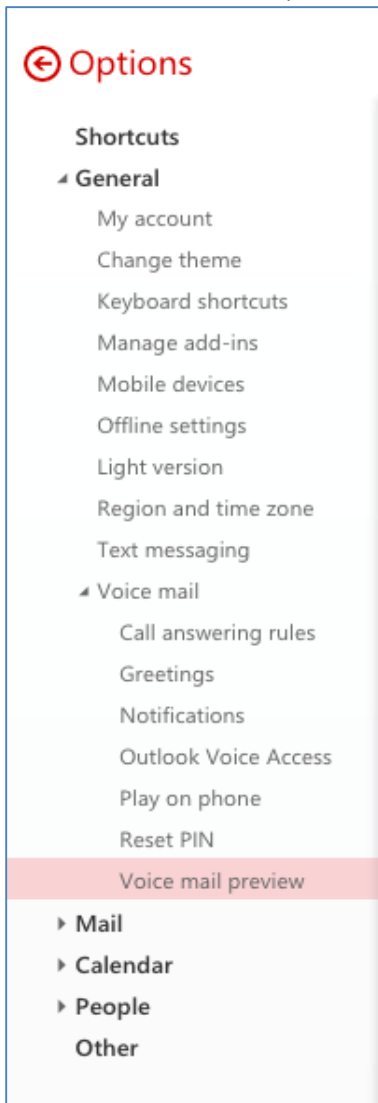
7. Disabling Voicemail Preview in Email

To access Outlook Web Access, complete the following steps:

1. Go to https://outlook.office.com/owa
2. Enter your Username and Password.
3. Click **Sign In**.
4. In the upper right corner, select the **Gear icon**
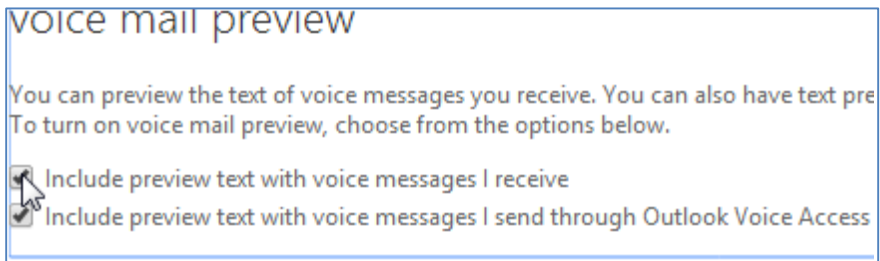5. On the Menu select **Options**.

6. From the left menu, select **General**, then **Voice mail**.

7. Scroll down to the bottom of the menu to the *Voice Mail Preview* section. Uncheck the following options:

        a. *Include preview text with voice messages I receive.*
        b. *Include preview text with voice messages I send through Outlook Voice Access.*

7. Click **Save** at the bottom of the page.

8. Changing Your Personal Identification Number (PIN)

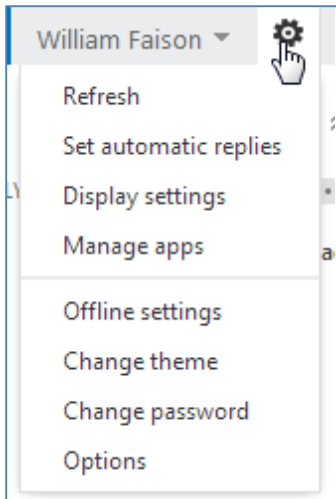To change your PIN, complete the following steps:

1. Call Outlook Voice Access using the number that you received in your inbox or press the Message button on your phone: and enter your pin.
2. From the Outlook Voice Access Main Menu, say **Personal Options**.
3. **Press 3** to change your PIN.
4. Enter your new PIN, and then **press #**.
5. **Press #** again to confirm your new PIN.
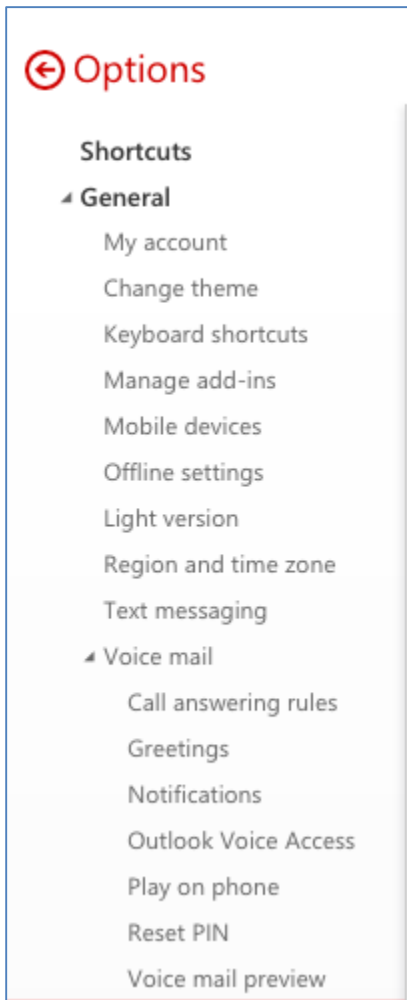
9. Retrieving a Lost PIN

If you cannot remember your PIN, you can have a temporary PIN emailed to you through Outlook Web Access.

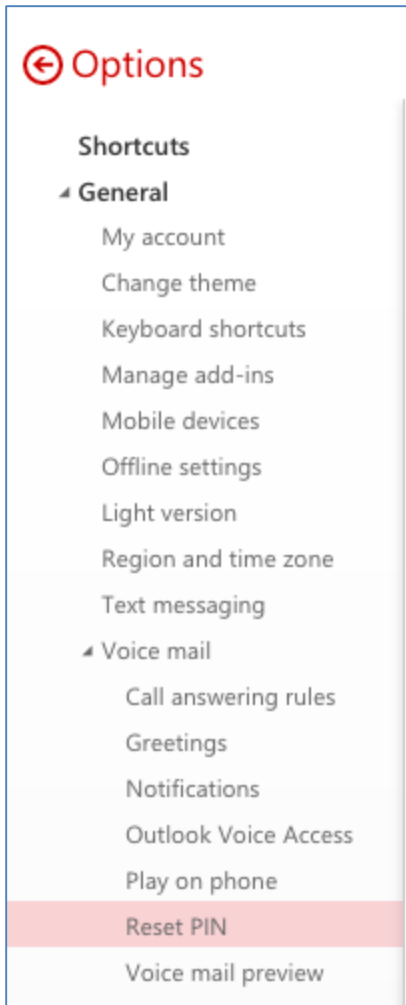To retrieve a temporary PIN, complete the following steps:

1. Go to https://outlook.office.com/owa
2. Enter your Username and Password.
3. Click **Sign In**.
4. In the upper right corner, select the **Gear icon**
5. On the Menu select **Options**.
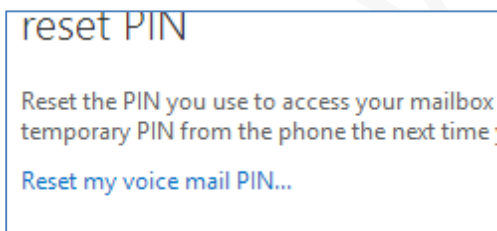
6. From the left menu, select **General**, then **Voice mail**.

7. Scroll down to the *Reset PIN* section.

8. Click the **Reset my voice mail PIN** link. You will receive an email with a temporary PIN. Use this temporary PIN to access your voicemail. When prompted, enter a new PIN.

10.   Listening to Your Voicemail

To listen to voicemail, complete the following steps:

1. Call Outlook Voice Access using the number that you received in your inbox or press the Message button on your phone: and enter your pin.

2. When prompted, say **"Voicemail"**. *Your most recent voicemail message is read*.

3. While listening, *say* any of the following options:

       a. **"Beginning"** to move back to the beginning of the message.

       b. **"Pause"** to pause the message.

       c. **"Fast Forward"** to fast-forward and skip portions of the message.

       d. **"Faster"** to have the message read more quickly.

       e. **"Play"** to continue playing the message.

       f. **"End"** to go to the end of the current message.

4. After listening, *say* one of the following options:

       a. **"Next Message"** to move to the next message in your mailbox.

       b. **"Delete Message"** to delete the message. ***Note:*** When you delete a voicemail using the telephone system, the voicemail (*email with sound file attachment*) is also deleted from your Outlook mailbox.

       c. **"Main Menu"** to return to the main menu.

11. Listening to Your Calendar

To listen to your calendar, complete the following steps:

1. Call Outlook Voice Access using the number that you received in your inbox or press the Message button on your phone: and enter your pin.

2. When prompted, *say* **"Calendar"**. The first meeting on your calendar is read.

3. *Say* one of the following options:

       a. **"Next"** to listen to the details of your next meeting.

       b. **"Cancel Meeting"** to cancel the meeting. *You must be the meeting organizer to use this option*.

       c. **"Meeting Details"** to hear the date, time, and meeting location.

       d. **"Clear My Calendar** to cancel all of your meetings for the day.

12. Listening to Email Messages

To listen to e-mail messages, complete the following steps:

1. Call Outlook Voice Access using the number that you received in your inbox or press the Message button on your phone: and enter your pin.

2. *Say* "**Email**". The Unified Messaging server will read the name, subject, time, and priority of the first unread e-mail message.

3. Next, *say* one of the following options:

a. **"Next Message"** to mark the message as Read and go to the next e-mail message.
b. **"Mark Unread"** to keep the message marked as Unread and go to the next message.
c. **"End"** to jump to the end of the message.
d. **"Delete"** to delete the message.