

WSU Microsoft Unified Messaging

Outlook Voice Access Set-up Guide

SETUP

From your office phone, call **33-5899**. You'll be prompted for a pin number. Enter the **system generated PIN from the email you received**, then #. Next, simply follow the voice prompts to:

1. Record your personal **voicemail greeting**
2. Record your **name prompt**
3. Create a new **pin #**

LISTEN From PHONE

To access voicemail in the office: dial 33-5899

To access voicemail **out** of the office:

- Call (507) 457-5899
- Enter your **6** digit extension and pin #

NAVIGATE

You can navigate the Outlook Voice system by **speech** commands or **touchtone** buttons. After initial setup, the default is set to speech.

- If you prefer **touchtone**, from the main menu, press 1, then 0.
- To switch back to **speech** commands, from the main menu, press 6, then 4.

POPULAR SPEECH COMMANDS

Call 33-5899, enter your pin, and you'll hear a status update of any voice messages, new email, and upcoming calendar events.

***From the MAIN MENU you can say:**

"Voicemail"
"Email"
"Calendar"
"Contacts"
"Personal Options"

At any time, say "**Main Menu**" to start over.

POPULAR TOUCHTONE COMMANDS

Call 33-5899, enter your pin, and you'll hear a status update of any voice messages, new email, and upcoming calendar events.

***From the MAIN MENU press:**

- 1 = Voicemail
- 2 = Email
- 3 = Calendar
- 4 = Contacts
- 5 = Personal Options

COMMON QUESTIONS...

Q: Can I move my old voicemail messages to the new Outlook Voice Access system?

A: Old VM messages are retained; however, they cannot utilize the new features of Outlook Voice Access. On the Winona Campus, dial 33-5678, (Rochester Campus, dial 32-5505) and enter your old pin to access your old messages until 12/31/12.

Q: How can I turn-off "missed call" emails or the text preview of voicemail?

A: Log onto the Outlook Web App {<http://mail.winona.edu>} and click the **Options** link in the **upper-right** corner. On the left sidebar menu, click **Phone**, go to the **Voicemail** tab and:

- To de-activate missed call notifications, go to the **Notifications** section and uncheck the box next to "Send e-mail to my Inbox when I miss a phone call." Click **Save** at the bottom.
- To de-activate text preview of voicemail, go to the **Voicemail Preview** section, and uncheck the box next to "Include preview text with voice messages receive." Click **Save** at the bottom.

Q: How do I reset my voicemail PIN?

A: Log onto your Outlook Web App (see above) and follow the instructions to Reset your voicemail PIN.



WSU Tech Support: 33-5240
techsupport@winona.edu
www.winona.edu/it/tsc.asp

** For an expanded list of speech commands, refer to the "Speech Command Guide".*