






# UCF Computer Services & Telecommunications Voicemail Reference Guide


**Telecom  
Service Desk  
Dial  
3-5117**

**Microsoft  
Exchange Unified  
Messaging for  
Cisco IP Phones  
Quick Reference**




<b>Voicemail Indication:</b>	The red light on your telephone handset lights up when you have a new voicemail message. An  envelope symbol will flash on the line containing the new message. To access the voicemail system, press the  <b>Messages</b> button or dial <b>3-4411</b> .
<b>Logging on to Exchange UM the first time:</b>	<ul style="list-style-type: none"><li>• Dial <b>3-4411</b> or press the  <b>Messages</b> button. From an outside line dial <b>(407) 823-4411</b>.</li><li>• Enter the temporary PIN sent in your “Welcome to Exchange UM” email.</li></ul>
<b>Accessing UM From Off Campus</b>	<ul style="list-style-type: none"><li>• If you dialed from someone else’s phone, press * when Exchange UM answers</li><li>• Enter your <b>ID#</b> (same as extension #), if required, then press #.</li></ul>
<b>Setting Up Your Voicemail:</b>	Each user will be required to setup their mailbox. The first time you login, Exchange UM will take you through the following steps: <ul style="list-style-type: none"><li>• Login and set a new PIN</li><li>• Record your name and <b>Standard</b> greeting.</li></ul>
<b>To Change Between Voice User Interface, and Touch Tone User Interface.</b>	Exchange UM is initially set for voice user interface, which allows you to navigate the menus, by speaking the commands. You can switch to touch tone, or keypad commands by using the following steps: <ul style="list-style-type: none"><li>• After successful login to your Exchange UM profile, say “<b>Personal Options</b>”</li><li>• The personal options menu utilizes touch tone command. Press <b>4</b>.</li></ul>
<b>To Record Your Greetings and Name:</b>	There are two types of greetings: <b>Standard</b> and <b>Away</b> <ul style="list-style-type: none"><li>• Dial <b>3-4411</b> or press the  <b>Messages</b> button and log on.</li><li>• Say “<b>Personal Options</b>”, if using the voice user interface. Press <b>6</b> if using the touch tone.</li><li>• Press <b>2</b> to record greetings.</li><li>• Press <b>1</b> to change your <b>Standard</b> greeting. Press <b>2</b> to change your <b>Away</b> greeting, or Press <b>3</b> to record your name.</li><li>• Follow prompts to save or re-record the greeting.</li></ul>
<b>To Set/Change Your PIN:</b>	<ul style="list-style-type: none"><li>• Dial <b>3-4411</b> or press the  <b>Messages</b> button and log on.</li><li>• Say “<b>Personal Options</b>”, if using the voice user interface. Press <b>6</b> if using the touch tone.</li><li>• Press <b>3</b>, enter the new PIN, and press #.</li><li>• Enter the new PIN again to confirm it and press #.</li></ul>

### To Enable Your Away Greeting.

- Dial **3-4411** or press the  **Messages** button and log on.
- Say “**Personal Options**”, if using the voice user interface. Press **6** if using the touch tone.
- Press **1**, confirm the greeting, and choose to turn automatic email replies on or off.

**NOTE:** *When your Away greeting is enabled, it overrides all other greetings.*

### To Check Messages:

- Dial **3-4411** or press the  **Messages** button and log on.
- Press **1** to hear new or saved messages. Exchange UM will play the new messages first.
- Use the following keys to manage your messages and to control playback:

**NOTE:** *When you change message speed, it will affect all future messages as well.*

#### Use These Keys While Listening to a Message

- # = Next Message
- 1 = Rewind
- 11 = Beginning
- 2 = Pause
- 3 = Fast Forward
- 33 = End
- 4 = Reduce Message Speed
- 5 = Envelope Information
- 6 = Increase Message Speed
- 7 = Delete
- 8 = Reply
- 9 = Mark as Unread

#### Use These Keys After Listening to a Message

- # = Next Message
- 1 = Replay
- 11 = Previous Message
- 2 = Call
- 44 = Flag for Follow-Up
- 5 = Envelope Information
- 6 = Forward
- 7 = Delete
- 8 = Reply
- 9 = Mark as Unread
- \* = Exit
- 0 = Repeat this Menu
- 00 = Return to previous/More Options

### To Forward a Message:

- After listening to the message, press **6**.
- Follow the Exchange UM instructions to address the forwarded message.
- Press # to forward the message as is, or speak after the tone to record an introduction.

### Resetting Your PIN

- Login to: <http://outlook.com/owa/ucf.onmicrosoft.com>
- Click on Drop Down of “**Options**” and select “**See All Options**”
- Select “**Phone**” in the left hand column
- Scroll down to “**Reset my voice mail PIN**”
- Click “**OK**” when it asks if you want to receive your temporary PIN via email
- Check your inbox for “**Your PIN has been reset**”.
- Call into voicemail and use the given PIN. Upon login, the system will prompt you to create a custom PIN.

**\*If you have additional questions, or want to request training, please call our Service Desk at 3-5117**