

TRAINING MANUAL FOR MAVMAIL VOICE ACCESS

Welcome to MavMAIL Voice Access – E-mail Message

From: Microsoft Exchange
Sent: Wednesday, August 27, 2008 3:18 PM
To: Doe, Jane D
Subject: Welcome to Exchange Unified Messaging

SAMPLE

Welcome to Exchange Unified Messaging

To use your telephone to access your e-mail, calendar and contacts, call your access number and enter your PIN at the prompt.

Your access number(s): 2222
Your extension: 9876
Your PIN: 469910

To access your voice mail from any phone dial (507)389-2222

Access MavMAIL Voice Access

- From your campus phone:**
1. Press the **messages** key on your phone or dial **2222**.
 2. Enter your **PIN (minimum of 6 digits)** then **press #**.
- Checking your voicemail from another campus phone:**
1. Press the **messages** key on the phone or dial **2222**.
 2. Press the *key and your extension
 2. Enter your **PIN (minimum of 6 digits)** then **press #**.
- or**
- From an off campus local phone:**
1. Dial **389-2222**.
 2. Enter your **4 digit extension**.
 3. Enter your **PIN (minimum of 6 digits)** then **press #**.

Enrollment for MavMAIL Voice Access

Following the prompts, your tasks for enrollment are:

- A. Record your name**
1. **Press 1** to begin
 2. **Press #** when finished recording
 3. **Press 1** to accept your name
- B. Record your greeting**
1. **Press 1** to begin
 2. **Press #** when finished recording
 3. **Press 1** to accept your greeting

Change Personal Settings Using The *Touch Tone* Interface

Record your name

1. **Press 6, 2, 3**
2. **Press 2** to re-record your name
3. **Press #** when finished recording
4. **Press 1** to accept your name

Record a greeting

1. **Press 6, 2, 1**
2. **Press 2** to re-record your name
3. **Press #** when finished recording
4. **Press 1** to accept your greeting

Set a new PIN

1. **Press 6, 3**
2. **Enter** a new PIN (must be at least **6 digits**) and **press #**
3. **Confirm** the new PIN and **press #**

Change Personal Settings Using The *Voice User* Interface

Record your name

1. **Say “Personal Options”** then **press 2, 3**
2. **Press 2** to re-record your name
3. **Press #** when finished recording
4. **Press 1** to accept your name

Record a greeting

1. **Say “Personal Options”** and **press 2, 1**
2. **Press 2** to re-record your greeting
3. **Press #** when finished
4. **Press 1** to accept your greeting

Set a new PIN

1. **Say “Personal Options”** then **press 3**
2. **Enter** a new PIN (must be at least **6 digits**) and **press #**
3. **Confirm** the new PIN and **press #**

Voicemail is configured by default to use the Voice User Interface. To change the default to use the Touch Tone Interface, from the main menu **say “Personal Options”** and **press 4**. You are now using the Touch Tone Interface every time you log into voicemail.

You can also change to the Touch Tone Interface anytime while in the voicemail system by **pressing any key** and then **Press 0**, this is not a default or permanent setting and reverts back to the Voice User Interface once you log out of the session.

Listen to a message using the *Voice User Interface*

Once you have dialed into the MavMAIL Voice Access system and entered your PIN, you can use the following commands.

Say Voicemail or E-mail

- Say “Next Message”
- Say “Next Unread Message”
- Say “Previous”
- Say “End”
- Say “Faster”
- Say “Reply”
- Say “Reply All”
- Say “Forward”
- Say “Call”

While message is playing

- Say “Rewind”
- Say “Fast Forward”
- Say “Slow Down”
- Say “Pause”
- Say “Mark as New”

NOTE: Switch to the *Touch Tone Interface* by pressing any button then press 0.

Listen to a message using the *Touch Tone Interface*

Press 1 for voicemail messages or **2** for e-mail messages.

<u>Options</u>	<u>Press</u>	<u>During or After A Message</u>	<u>Press</u>
Next Message	#	Next Message	#
Next Unread Message	##	Next Unread Message	##
Rewind	1	Replay	1
Beginning	11	Previous	11
Pause	2	Call	2
Fast Forward	3	Forward	6
End	33	Delete	7
Slower	4	Reply	8
Faster	6	Reply All	88
Delete	7	Mark as unread	9
Reply	8		
Reply All	88		

Send Messages Using the *Voice User Interface*

From your voicemail, you can send an e-mail message to an address from your personal Contacts or from MSU's Global Address List.

1. While in the system, say "**Directory**" or "**Personal Contacts**" depending upon where this person's information is located.
2. **Say the name of the person** you want to send the message to and **follow the prompts**.
3. **Say "Send a Message"** and the system will begin recording your message. **Press any key** to stop.
4. **Say "Send It"** or "**Send It With High Importance**" when you have finished recording.

Send Messages Using the *Touch Tone Interface*

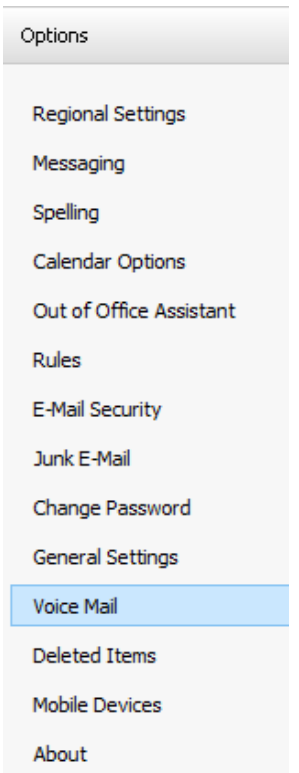
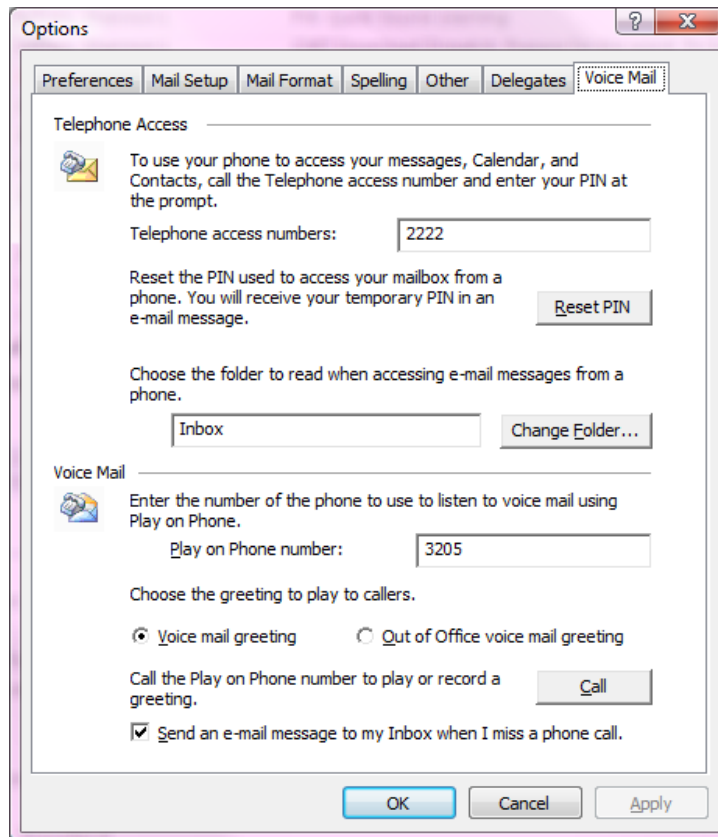
1. While in the system, **press 5** to "**Compose a Message.**"
2. Using the telephone dialpad, **spell** the last name and the first name of the person you are searching.
OR
Press # and **enter** the extension of the person.
The system will request your confirmation of the
OTHER AVAILABLE OPTIONS:
Press 2 to add another recipient
Press 3 to remove a recipient
Press * to cancel the message
3. **Press 1** to begin recording.
4. After you have finished recording your message, use one of the options below:
Press # to send
Press 1 to accept and send
Press 11 to accept and send with High Importance

Missed Call Notifications

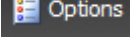
To turn on and off the Missed Call Notification e-mail messages, you can use Microsoft Outlook 2007 or MavMAIL with Internet Explorer version 7.

Microsoft Outlook 2007 Option

1. In Outlook 2007, click on the **Tools** menu, click **Options**, and select the **Voice Mail** tab.
2. Check or uncheck the **Send an e-mail message to my Inbox when I miss a phone call**.



MavMAIL Option

1. In MavMAIL, click the **Options** button  in the upper right corner and click the **Voice Mail** link on the left.
2. Check or uncheck the **Send e-mail to my Inbox when I miss a phone call**.



Missed Call Notifications

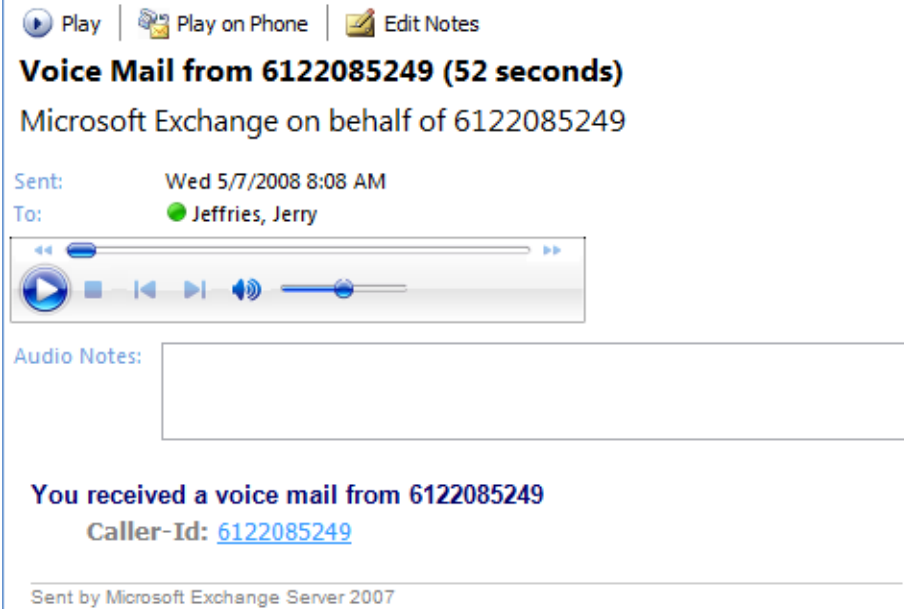
You can receive notifications when callers attempt to contact you but do not leave voice mail messages.

- Send e-mail to my Inbox when I miss a phone call

Unified Messaging in Microsoft Outlook 2007

You can listen to voicemail messages through your phone and through Microsoft Outlook. In order to use Outlook to listen to messages, your computer needs speakers or headphones.

Note: When you select a new message, it changes from new/unread to saved/read and the new message indicator light on your telephone will turn off. You can still listen to the message through your phone or your computer.

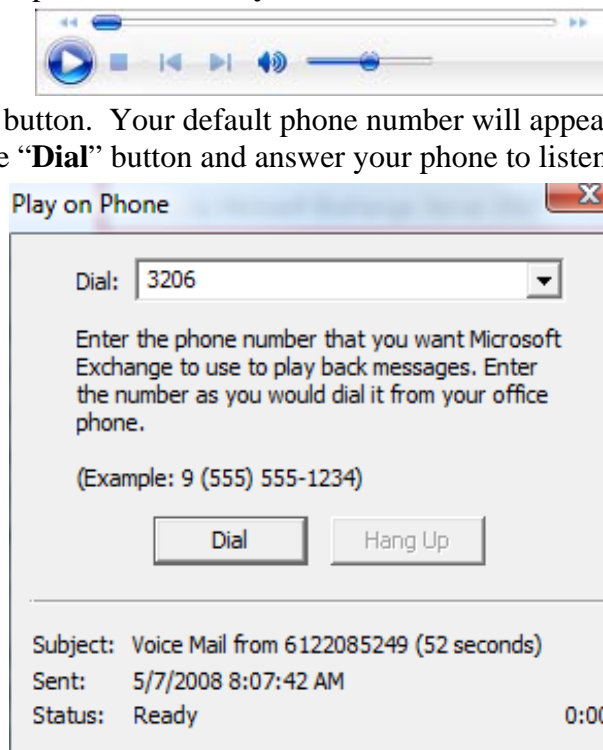


Listening to Messages

1. In Outlook, in your Inbox, open the voicemail message.
2. With the voicemail message open, click ► **Play** on the media control bar. The message will play on your computer speakers.

OR

Click the "**Play on Phone**" button. Your default phone number will appear. You can change this number to any local number. Click the "**Dial**" button and answer your phone to listen to your voicemail message.



Deleting Messages

Even though these voicemail messages are generally very small in size, you still need to delete them occasionally.

1. In Outlook 2007, click on the voicemail message.



2. Click the **Delete** button on the Ribbon.

Notes on deleting messages:

- When you delete a voicemail message from Outlook, you can no longer listen to the message from your phone. However, using computer speakers, you can listen to the message from a computer.
- If you move a voicemail message from your Inbox to another folder, you are still able to listen to the message from your phone.
- When you click on a message, it changes from 'new' status to saved and your new message waiting indicator will turn-off. You can still listen to the message on your phone as a 'Saved' message.
- Once a message is deleted from your phone, it can be retrieved from the deleted items folder within Outlook.