Welcome to Princeton University’s Unified Messaging System

An Introduction

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Today’s Agenda

- Brief overview of Unified Messaging
- Getting Started
- Demo of Telephone Access
- Demo of Access via your e-mail inbox
- Setting Preferences via OWA (webmail)
- Tips to remember
What is Unified Messaging?

- Replacement for current University voice mail system
- Integrates your voice mail, e-mail and calendar functions so you can easily manage these from either your phone or e-mail inbox
- New Voice mail number is 8-MSGS (8-6747)
Welcome to Princeton's new Unified Messaging (UM) voice mail system. To activate UM:

1. Close and reopen your e-mail client (Outlook, OWA, etc.) to get the new UM features.
2. Dial into UM by calling 8-MSGS from your phone. You will be prompted to reset your PIN and record your name and general personal greeting.

You will now be able to listen to and manage your voice mail, e-mail, and calendar information from a phone (8-MSGS) and from your e-mail inbox. For more information about Unified Messaging, see www.princeton.edu/um. If you have questions, e-mail UMVmail@princeton.edu or call Telephone Support at 8-HELP, option 4.

Note: If you have a Polycom phone, restart your phone to reset the Messages button: (1) Push the “Menu” key, (2) Select 3 – Settings, (3) Select 1 - Basic, and (4) Select 5 - Restart Phone.

The ‘Message’ button on certain phones cannot be reset to 8-MSGS until the move to UM is complete on May 21. Until then, please dial 8-MSGS to retrieve voice mail by phone.
First Steps

- Call 8-MSGS (8-6747)
- You will be prompted to reset your PIN (password) and record your greeting and name
- NOTE: By default you voicemail is already active with a computer generated greeting and name
- Recommended:
  - Change PIN
  - Record a greeting
  - Record your name with department and phone number
- DEMO
Summary
Unified Messaging by Phone

- From any phone – call 258-MSGS (6747) and listen to and manage:
  - Your voice mail
  - Your email
  - Your calendar entries

NOTE: Temporarily the Messages button on your phone will continue to point to the old voicemail number 8 – 6423 (V-OICE).

To get to your new mailbox dial 8-MSGS(8-6747) until the entire campus is migrated.

- Use can use speech recognition OR the touch tone key pad to navigate voice mail menus

Benefit: Messages no longer have an expiration date and can be saved as long as you want
Turn the Voice Interface On or Off

- **Want to turn OFF voice commands and use touchtone keypad?**
  - Call 258-MSGS (258-6747)
  - Say “Personal Options” or press 6
  - Choose “To start using the touchtone interface” press 4

- **To turn “Voice User Interface” back ON**
  - Call 258-MSGS (258-6747)
  - Go back to Personal Options or press 6
  - Press 4 again
Accessing Voice Mail through your inbox

- From your email inbox
  - *Play your voicemail (or “play on phone”)*
  - *Keep, forward or delete the message*
NOTE:
Deleting Voice Mail Messages

- You only need to delete in one place
  - When you delete a message from your phone, it also deletes it from your email inbox
  - When you delete a message from your email inbox, it also deletes it from your phone

- Accidentally deleted a voice-mail?
  - Recover from your Deleted Items or Trash folder
Accessing Voice Mail via your Email Inbox

DEMO
To make accessing your voice messages easier in your inbox......

- Move the VoiceMail “folder” from the Search folder to your Email Favorites
  - Right click on the folder and choose “Show in Favorites”.
Accessing Mail and Setting Personal Options through Outlook Web Access - OWA (webmail)

- Viewing Email and Voice Mail Messages
  - Log in to OWA (webmail) [www.princeton.edu/webmail]
  - **NOTE**: Make sure to use the regular version of OWA and **not** the *Light Version* of OWA
## Summary

### UM Options – Where can I do it?

<table>
<thead>
<tr>
<th>I want to</th>
<th>Phone – Personal Options</th>
<th>OWA (webmail) Phone Options Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reset PIN</td>
<td>![Checkmark]</td>
<td>![Checkmark]</td>
</tr>
<tr>
<td>Create/Turn Greetings On/Off</td>
<td>![Checkmark]</td>
<td>![Checkmark]</td>
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<tr>
<td>Turn Off “missed call” email notifications</td>
<td></td>
<td>![Checkmark]</td>
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<tr>
<td>Turn On/Off Voice Mail Text Preview</td>
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<td>![Checkmark]</td>
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<tr>
<td>Get Text Messages sent to your phone for missed calls or voice mail</td>
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<td>![Checkmark]</td>
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</table>
REMEMBER:

Deleting Voice Mail Messages

- If you delete a message from your phone, it also deletes it from your email inbox
- If you delete a message from your email inbox, it also deletes it from your phone
- Accidentally deleted a voice-mail?
  - Recover from your Deleted Items or Trash folder

Accessing your voicemail by phone

Temporarily dial 258-MSGS (8-6747) to retrieve voice messages on your phone. The Messages button on your phone still dials your old voicemail at (V-OICE) 8-6423
Assistance Using Unified Messaging

- Check out the Unified Messaging Website for more information and other Quick Reference Cards
  - www.princeton.edu/um

- Need Help?
  - umvmail@princeton.edu
  - or 8-HELP, option 4.
Setting Up Delegate Options (optional)

- I need someone else to hear my voice mail but not see my email

- I want someone else to see my email but not listen to my voice mail
Thank You

- Enjoy using your new Unified Messaging System