

Exchange 2010 Voicemail and Outlook Voice Access

*Access your voicemail, email, calendar, contacts, and the DePaul directory by phone
Access your voicemail messages in your email inbox with Unified Inbox
Set voicemail options, including your pin, outgoing message, and extended away message*

OUTLOOK VOICE ACCESS

By phone, access your Outlook:

- **Voicemail***
- **E-Mail Inbox**
- **Calendar**
- **Personal Contacts**
- **Personal Options**
- **DePaul Directory**



**Only voicemail messages that are located in your standard Outlook inbox and folders will be accessible by telephone. Deleted and archived messages are not accessible by phone.*



From your phone, use the pre-programmed messages or voicemail button. Use your pin to log in.

From an internal phone, dial extension:
2-MAIL or 2-6245
Use your extension and pin to log in.

From an external phone, dial
312-362-MAIL or 312-362-6245
Use your extension and pin to log in.

From any phone, dial your own extension.
When your outgoing message begins to play, dial *. Use your pin to log in.

Once you log into the Outlook Voice Access system, you can navigate the menus using either voice or touchtone commands. A guide to these commands is located at the end of this document.

UNIFIED INBOX

From your Outlook email inbox, access:

- Missed call notifications
- Voicemail notifications which include:
 - Text preview of the voicemail message
 - MP3 file of the voicemail message
 - Caller information


The Exchange server converts voicemail messages into email messages. Voicemail messages follow the account's email archive and retention policy. Only voicemail messages located in your standard Outlook folders are accessible by telephone. Messages in your online archive or that you have deleted from Outlook are not accessible by phone.

How to Play Voicemail from your Inbox


In **Outlook 2010** and **OWA via Internet Explorer**, click the play button embedded in the email to hear the message.



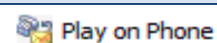
In **OWA via Other Browsers**, click the attachment to download & play the MP3.

Attachments:  26252 (42 seconds) Voice M~1.mp3 (83 KB)

In **Outlook 2011 for Mac**, click Preview.

 28028 (4 seconds) Voice Mail.mp3 (11.5 KB) [Preview](#)

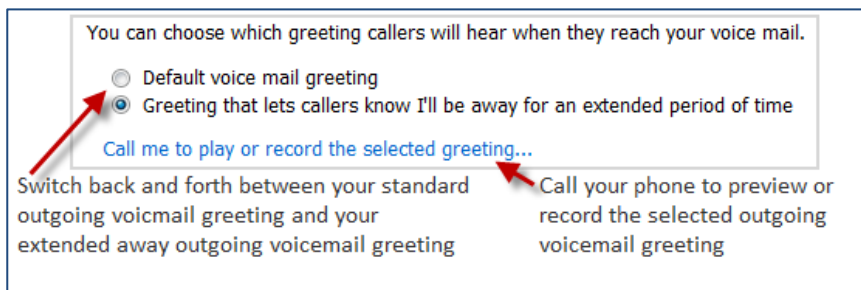
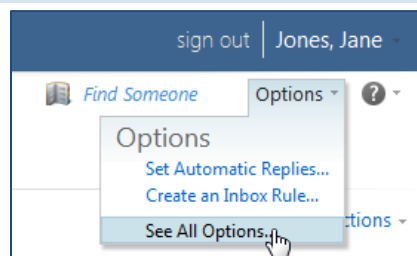
To dial your extension, from **Outlook 2010** click:

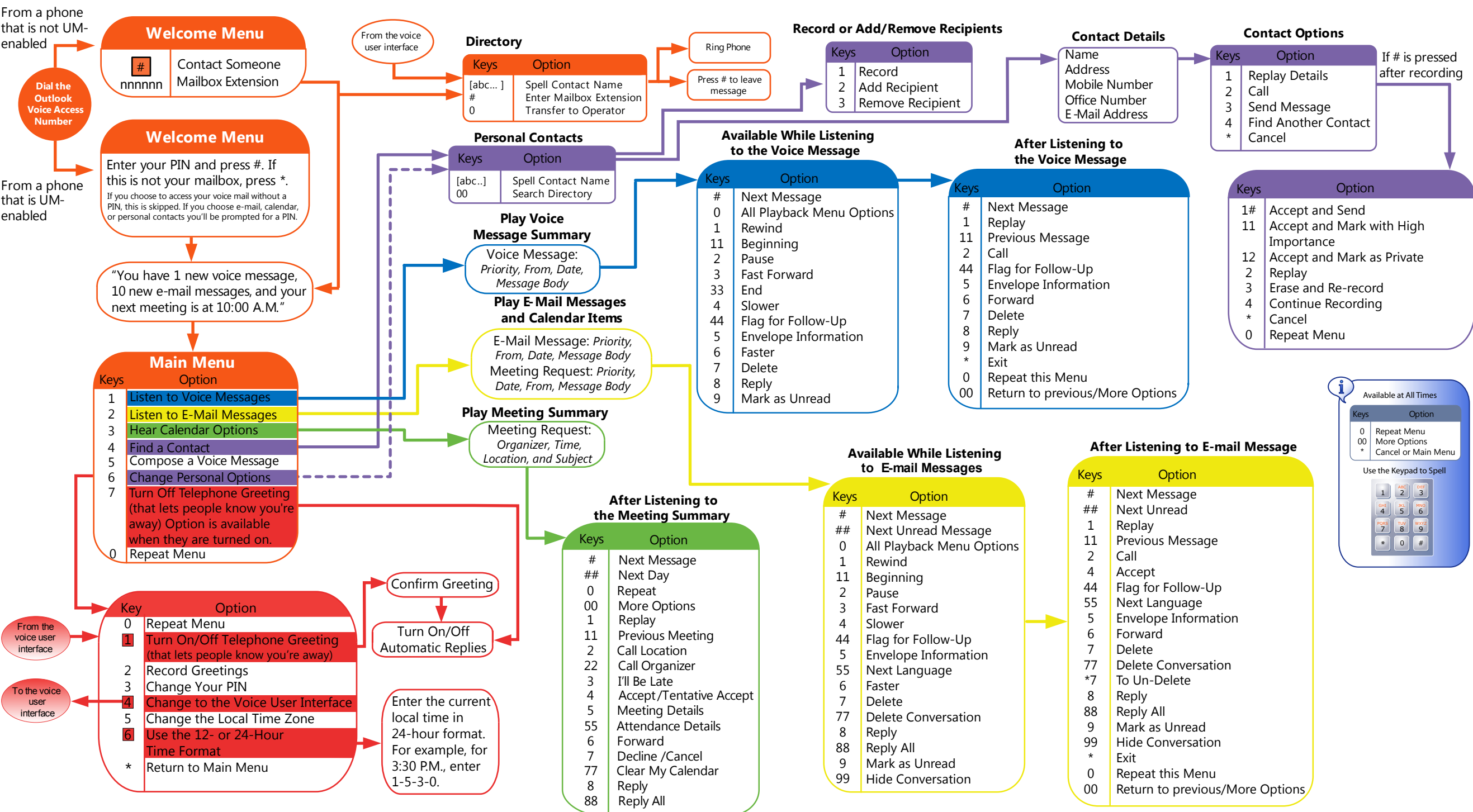


VOICEMAIL OPTIONS

You can access your voicemail personal options by logging into the **Outlook Web App** and clicking **Options**.

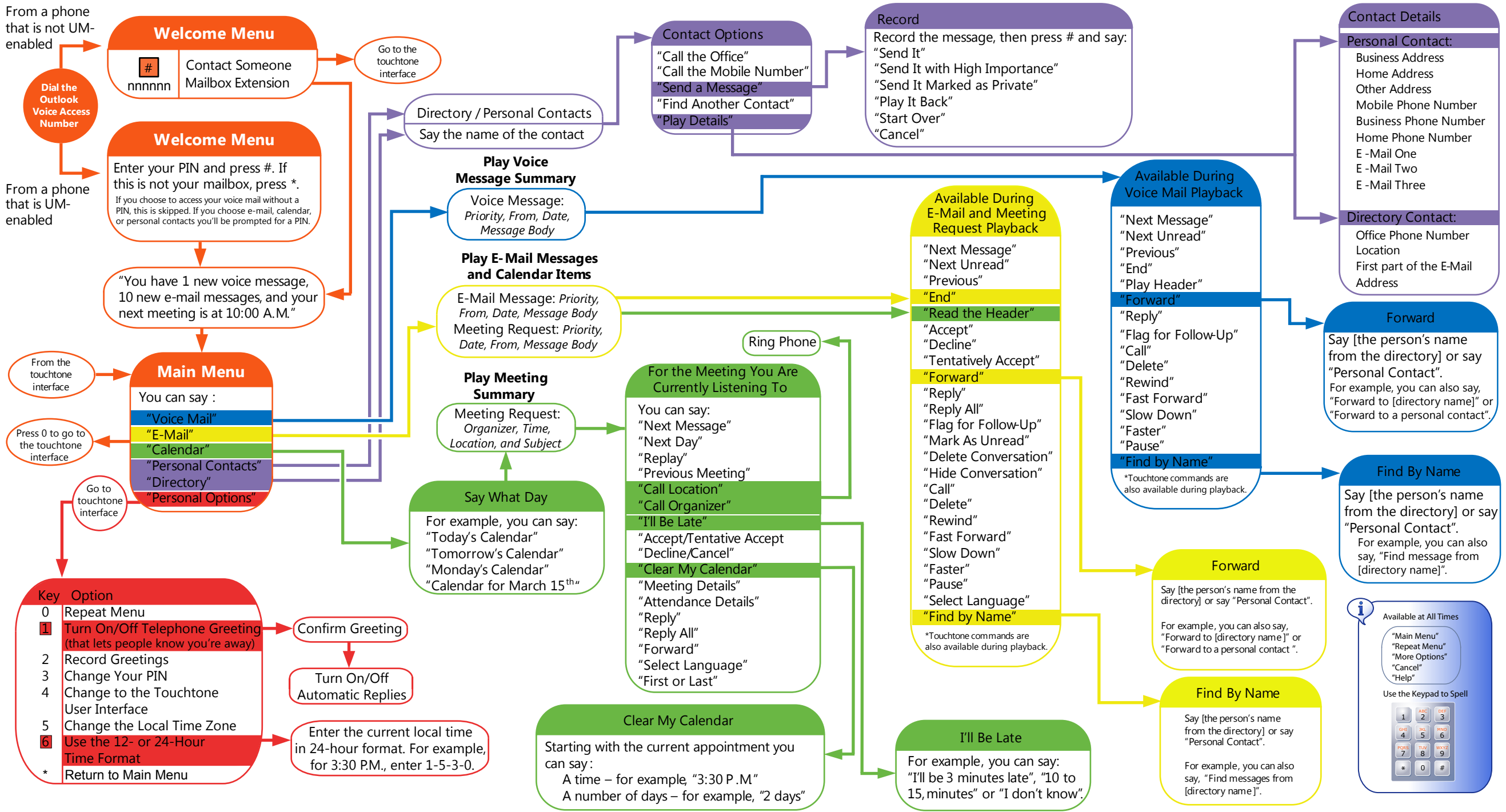
- **Reset PIN:** Reset your voicemail PIN
- **Outlook Voice Access:** Change which email folder is read to you when you call Outlook Voice Access
- **Voice Mail Preview:** Turn on and off the email text preview of voicemail messages
- **Notifications:** Turn on and off email and text message notifications, alerting when you miss a call or receive a voicemail
- **Play on Phone:** Change the default number the mail system calls when you click Play on Phone
- **Greetings:** Record your outgoing voicemail message and switch between your standard and extended-away outgoing voicemail greetings.





Quick Start Guide for Outlook Voice Access

Touchtone User Interface



Quick Start Guide for Outlook Voice Access

Voice User Interface