There’s Voice Mail in my Email!
Unified Messaging and Northwestern Collaboration Services

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Unified Messaging

• **The Combined Inbox** allow access your voice mail through email, or to have your email read to you over the phone.

• **The Voice Mail Preview** includes text previews of voice messages available via email, for when listening to a message is not an immediate option.

• **Outlook Voice Access** allows you to manage calendar and email using either the telephone voice or touchtone command.

• Messages can now be saved as long as any other email in your Inbox, not just for five days like the previous voice mail system.
Voice Mail in Outlook 2010 Demonstration
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Voice Mail in Outlook 2010 Demonstration

- Voice mail review options
  - **Play**: Using computer speakers
  - **Play on Phone**: Using your telephone
  - **Edit Notes**: Add text for future reference
• Hotfix for Outlook 2010 Play on Phone functionality
  – If your “play on phone button does not work after being transitioned to UM, install this Hotfix
  – Administrator Access to machine required
    • Contact your local IT representatives if you cannot install executable (.exe) files on your machine
Download the file from the NUIT website at [www.it.northwestern.edu/collaborate/how-to/known-behaviors.html#suggestedtimes](http://www.it.northwestern.edu/collaborate/how-to/known-behaviors.html#suggestedtimes)

**Installation Instructions**

1. Download ‘444692xxx_.zip’ to local machine for either 32-bit or 64-bit version of MS Office
2. To view which MS Office version is installed click **File**, select **Help**, and find the version information under **About Microsoft Product**
3. Extract the files to a location with local rights, such as 'c:\user\netid\downloads'
4. Close Outlook 2010 and extract the file
5. Using 'run as administrator', open the 'Office2010--kbXXX.exe' file to install the patch
6. The Room Finder and Suggested Meeting Times features should be available when a new meeting is opened in Outlook 2010
Voice Mail in Outlook Web App (OWA)

- Play your voice mail from anywhere
  - https://collaborate.northwestern.edu
Voice Mail in Other Email Clients

From: Deborah A Donigian <d-donigian@northwestern.edu>
Subject: Voice Mail from Deborah A Donigian (5 seconds)
To: Me <j-greene@northwestern.edu>

Voice Mail Preview:

This is a test this is a test.

Created by Microsoft Speech Technology. Learn More...

You received a voice mail from Deborah A Donigian at 8474914081

Caller-Id: 8474914081
Job Title: Senior User Support Specialist
Work: +1 847 491 4081
E-mail: d-donigian@northwestern.edu
IM Address: d-donigian@northwestern.edu

You have a new voice mail message from Northwestern Collaboration Services Unified Messaging.

1 attachment: 8474914081 (5 seconds) Voice Mail.mp3 11.2 KB
Voice Mail in Lync

- Access voice mail directly from your Lync application by clicking phone icon
  - Play: Using computer speakers
  - Presence: See status of person who left you a message (no more phone tag!)
Outlook Voice Access (OVA)

- Access voice mail via telephone
  - Dial 8-8888 from on-campus or 312-908-8888 from off-campus
  - Input your Personal Identification Number (PIN)
    - Prompted to enter phone number if not dialing from own extension

- Unified Messaging enables you to listen to voice mail, email, calendar appointments, and look up contacts
  - Accessible from both desk phones and mobile devices
Transition Tips

• Speech to text translation accuracy
• Don’t delete the Welcome to UM message before setting up your new PIN!
• Can I have multiple phone numbers associated with one UM account?
  – Yes, please submit a IT Service Request with all the phone numbers that would need to be put on the same voicemail box
• Northwestern Collaboration Services
  – www.it.northwestern.edu/collaborate/
• Play on Phone Hotfix
  – www.it.northwestern.edu/collaborate/how-to/known-behaviors.html#suggestedtimes
• Unified Messaging Overview
  – www.it.northwestern.edu/collaborate/um/
Additional Questions?

Contact the NUIT Support Center at 847-491-HELP(4357) or email consultant@northwestern.edu

Visit the project site at www.it.northwestern.edu/strategic-plan/collaboration/