

# Exchange Unified Messaging Voice Mail

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## What is Exchange Unified Messaging

Exchange Unified Messaging, also known as Exchange UM or EUM, combines voice mail messages, email, calendar, and tasks into one Exchange mailbox that can be accessed from a telephone or computer.

Exchange Unified Messaging's main system telephone number is: (319)467-8448 or 78448

Access Exchange Unified Messaging online via Outlook Web Access (OWA) <https://mail.healthcare.uiowa.edu>

## Ordering a Voice Mailbox/Requesting a Change to an Existing Voice Mailbox

A department can order a voice mailbox or request changes to an existing voice mailbox by submitting a Voice Mailbox Request Form online at <https://thepoint.healthcare.uiowa.edu/sites/HCIS/cts/SitePages/Home.aspx>.

## Voice Mailbox Pricing

The monthly cost of a voice mailbox is \$5.00 per phone extension. There is a \$20.00 one-time installation fee for each voice mailbox.

## Voice Mailbox Setup Procedure

### Standard Telephone Users

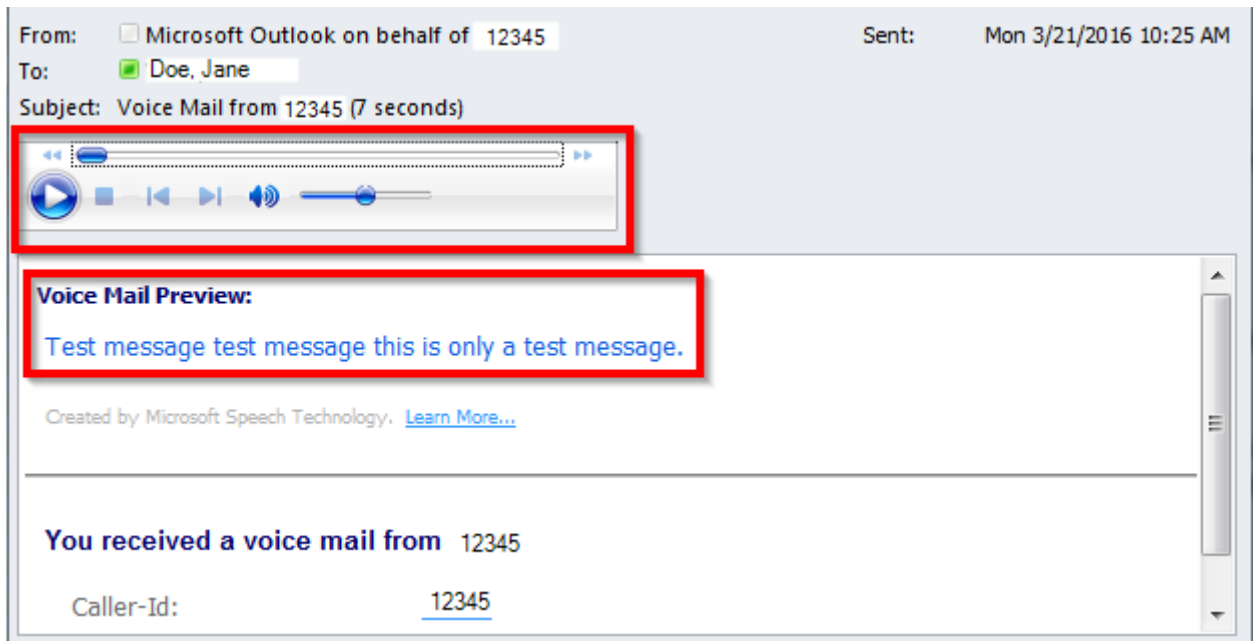
1. After a voice mailbox has been ordered and programmed for you, you will receive an email from Microsoft Outlook titled, "Welcome to Exchange Unified Messaging" that contains voice mailbox setup instructions. Follow the instructions in that email to activate your voice mailbox.
2. In the email message, you will see:
  - **Your Access Number(s)**—the main system number to dial to access your voice mailbox via telephone: (319)467-8448 or 78448
  - **Your Number**—your 5-digit voice mailbox number
  - **Your PIN**—your personal identification number for accessing your voice mailbox via telephone. You will be prompted to reset the PIN to a number of your own choosing during the voice mailbox setup process.
3. Set call forwarding so your voice mailbox picks up if your telephone extension is busy or not answered. To cancel call forwarding currently set on your phone extension, pick up the handset or press "Speaker" on your desk phone. When you hear dial tone, press #8. You will hear either a long, solid tone or a fast busy. Hang up.
4. To set call forwarding to Exchange Unified Messaging, pick up the handset or press "Speaker" again. When you hear dial tone, press \*8 78448. You will hear a long, solid tone and your phone will display "Forward Set". Hang up.
5. Call 78448. Enter the PIN contained in the "Welcome to Exchange Unified Messaging" email. Voice prompts will lead you through changing your PIN to a number of your choice that is at least 6 digits in length, setting up your voice mailbox name/voice signature, and creating a personal greeting.

### Lync Enterprise Voice/Skype for Business Users

1. After a voice mailbox has been ordered and programmed for you, you will receive an email from Microsoft Outlook titled, "Welcome to Exchange Unified Messaging" that contains voice mailbox setup instructions.
2. In the email message, you will see:
  - **Your Access Number(s)**—the main system number to dial to access your voice mailbox via telephone: (319)467-8448 or 78448
  - **Your Number**—your 5-digit voice mailbox number
  - **Your PIN**—your personal identification number for accessing your voice mailbox via telephone. You will be prompted to reset the PIN to a number of your own choosing during the voice mailbox setup process.
3. The body of the email will state, *"Your access number" listed above is the number you would dial to retrieve voicemails from the Unified Messaging system and should not be listed as your telephone number. Your assigned telephone number is listed above under "Your number" along with a PIN number. Upon calling 78448 to setup your greeting, enter this PIN and you will be prompted to change it.* Follow these instructions to activate your voice mailbox.

## Voice Mail Message Notification/Playing Voice Mail Messages

Voice mail message notification is provided via Outlook. The messages present in your Outlook Inbox and can be played over the telephone (see [Telephone Access to a Voice Mailbox](#)) or through your computer. If you have the Voice Mail Preview feature enabled, voice mail messages will be converted to text for reading. You can also click on the attached audio file of the voice mail message to play the message through your computer speakers.



## Telephone Access to a Voice Mailbox

From your office telephone

- Dial 78448
- Hear your name
- Enter your PIN and press #

From another UIHC telephone with a voice mailbox on its prime line

- Dial 78448
- Press \* to exit the voice mailbox programmed on that telephone's prime line
- After hearing, "enter your extension", enter your 5-digit voice mailbox number
- Hear your name
- Enter your PIN and press #

From another UIHC telephone without a voice mailbox on its prime line or from a UI telephone

- Dial 78448
- After hearing, "enter your extension", enter your 5-digit voice mailbox number
- Hear your name
- Enter your PIN and press #

From a telephone outside UIHC and UI

- Dial (319)467-8448
- After hearing, "enter your extension", enter your 5-digit voice mailbox number
- Hear your name
- Enter your PIN and press #

## Commands When Accessing a Voice Mailbox via Telephone

The Voice (or Speech) Interface is the default interface after recording your personal voice mailbox greeting. To change to the touchtone interface: press 00 (while in the Main Menu of the voice interface). To make the touchtone interface your default, say "Personal Options" and press 4.

	Voice Commands	Touchtone Commands
<b>Main Menu</b>	"Voice Mail" "Personal Contacts" "Directory" "Personal Options" "Repeat"	1 - Voice Mail 4 - Find a Contact 5 - Create a Voice Message 6 - Personal Options 0 - Repeat Menu
<b>While Listening to a Voice Mail Message</b>	"Rewind" (rewinds a few seconds) "Repeat" (goes back to beginning) "Pause" (press any key to continue) "Fast Forward" "End" "Slow Down" "Faster"	1 - Rewind (rewinds a few seconds) 11 - Repeat (goes back to beginning) 2 - Pause (press any key to continue) 3 - Fast Forward 33 - Skip to End 4 - Slower 6 - Faster
<b>While or After Listening to a Voice Mail Message</b>	"Play" "Next" "Delete Message" "Restore Message" "Call the Sender" "Reply" (c.) "Main Menu" "More Options" "Previous" "Play Header" (a.) "Forward Message" (d.) "Flag for Follow-Up" "Mark as New" "Find by Name" "Envelope Information" (b.)	# - Next Message 44 - Flag for Follow-up 5 - Envelope Information (b.) 7 - Delete *7 - Restore 8 - Reply (c.) 9 - Mark as unread 0 - Repeat this menu * - Exit to Main Menu 00 - More Options <i>After Message Played Only:</i> 1 - Replay message 11 - Previous Message 2 - Call this contact 6 - Forward Message (d.)

Notes:

- a. Header: date/from
- b. Envelope: date/time/from/length
- c. Reply: Send a reply message to the caller's mailbox, if the caller is also a UIHC Exchange subscriber.
- d. Forward Message: Forwards the current message to the mailbox of another UIHC Exchange subscriber or a .wav file to the email address of the person you identify.

**Personal Contacts/Find a Contact/Directory**

You need to set up your contacts in OWA before using "Find a Contact" or Directory

Say "Personal Contacts" or "Directory"

- Say the contact's first name and last name
- Say location (office, cell, home, if you have listed these numbers)

Press 4 to Find a Contact

1. Spell the last name and first name of the person you are looking for. (Press the number associated with each letter just once.)

To search the Directory:

- Press 00, then spell the last name and first name
- Press ## to spell the email alias

**Personal Options**

Voice Commands are unavailable. See *Touchtone Commands*.

- 1 - Turn On/Off Telephone Out of Office Status
- 2 - Record Greetings
  - 1 - Record Personal Greeting
  - 2 - Record Out of Office Greeting
  - 3 - Record Your Name (Voice Signature)
  - \* - Cancel
  - 0 - Repeat this menu
- 3 - Change PIN
- 4 - Use the Touchtone or Voice Interface
- 5 - Set Local Time Zone
- 6 - Use 12- or 24-Hour Time Format
- \* - Return to Main Menu
- 0 - Repeat This Menu

## Outlook Web Access (OWA)

Outlook Web Access (OWA) connects you to your Exchange mailbox via the web. Exchange UM voice mail features are available for you to set up via OWA.

1. Log into Outlook Web Access (OWA) <https://mail.healthcare.uiowa.edu> and click **Sign in**.

**DO NOT CHECK “Use the light version of Outlook Web App”**

To log into a shared Outlook mailbox that you have access to, select **E-mail Tools**, click **Open Another User’s Mailbox**, enter the email address and click **Login**, enter your HealthCareID and Password, then click **Sign in**.



**UNIVERSITY of IOWA**  
**HEALTH CARE**

**Outlook Web Access**

Login HealthCareID Tools E-mail Tools Unified Communications Help

Security ( [show explanation](#) )

This is a public or shared computer  
 This is a private computer

Use the light version of Outlook Web App

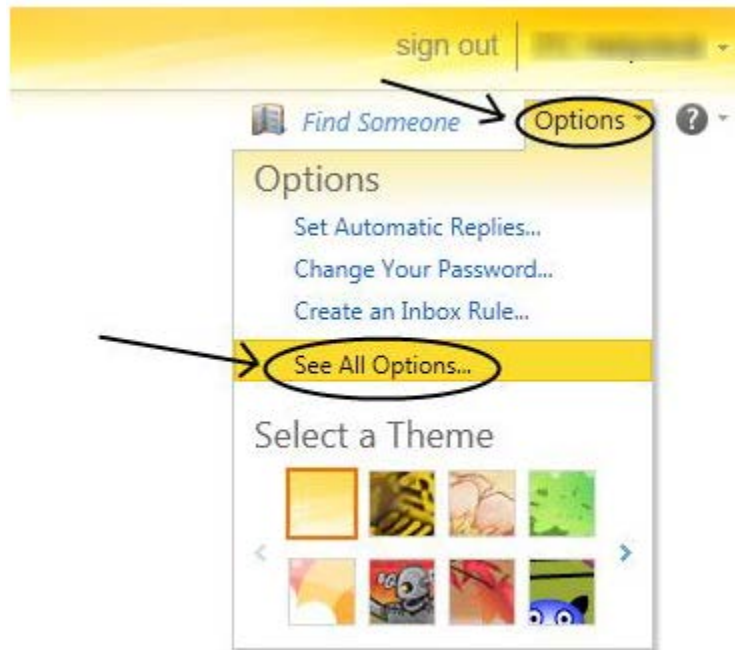
HealthCareID:

 Password:

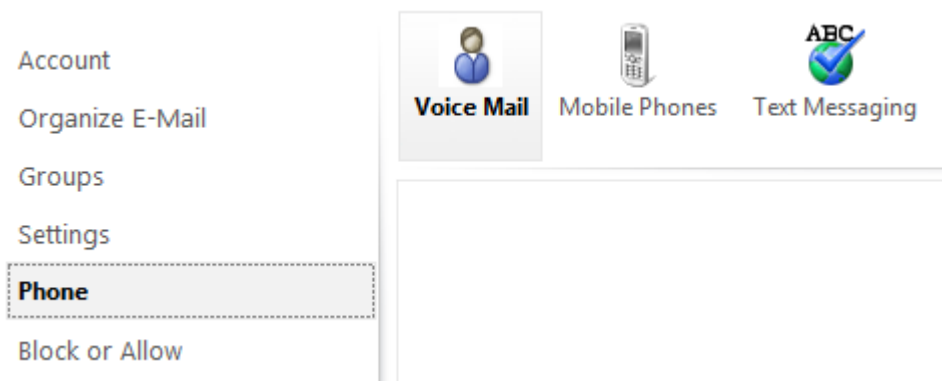
**Sign in**

Connected to Microsoft Exchange  
© 2010 Microsoft Corporation. All rights reserved.

2. After logging into OWA, click on the **Options** button in the upper right hand corner of the screen, then select **See All Options...**



3. Click on the **Phone** link in the left side navigation pane. Verify that **Voice Mail** is selected. On this screen, you will see options to [reset your voice mailbox PIN](#), [record greetings](#), [create call answering rules](#), as well as enable/disable the [voice mail preview](#) and [notifications](#) for your voice mailbox.



## Reset PIN

Reset your voice mailbox with a temporary PIN that is sent to you in an email message. When you log into your voice mailbox via phone with that PIN, a voice prompt will say the PIN has expired and you'll be asked to create a new PIN.

- Select **Reset my voice mail PIN...** and follow the prompts.


### Reset PIN

Reset the PIN you use to access your mailbox from a phone. You'll receive your temporary PIN in e-mail. You can then change your temporary PIN from the phone the next time you call Outlook Voice Access.

[Reset my voice mail PIN...](#)

## Voice Mail Preview

Convert voice to text so you can read your voice messages on your computer, tablet, or smartphone.

- Check (to enable) or uncheck (to disable) in two places.
- Click  [Save](#) in the lower right corner of your screen.


### Voice Mail Preview

You can preview the text of voice messages you receive. You can also have text previews included with voice messages you send. To turn on Voice Mail Preview, choose from the options below.

- Include preview text with voice messages I receive
- Include preview text with voice messages I send through Outlook Voice Access

## Notifications

Receive notification via email when people call you and don't leave a voice mail message.

- Check (to enable) or uncheck (to disable).
- Click  [Save](#) in the lower right corner of your screen.

### Notifications

You can receive notifications when people call you and don't leave a voice message.

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



## Greetings

Choose which greeting you want callers to hear when they reach your voice mailbox and record greetings as needed.

- Select which greeting you want to provide to callers.
- To update the recording of the greeting that you have selected, click **Call me to play or record the selected greeting...**

### Greetings

You can choose which greeting callers will hear when they reach your voice mail.

Default voice mail greeting

Greeting that lets callers know I'll be away for an extended period of time

[Call me to play or record the selected greeting...](#)

- In the **Play on Phone** dialog box that appears, make sure the phone number you can be reached at is entered in the **Dial this phone number** field. Click **Dial**. When the phone rings, answer it and follow the voice prompts to set up or change your greeting.

Play on Phone ×

Dial this phone number:

[Dial](#)

## Sample Greetings

### General Greeting

"This is (insert name, group, or division here) at University of Iowa Hospitals and Clinics. I am currently unable to take your call. Please leave a detailed message after the tone and I will return your call as soon as possible. Thank you."

"Hello, you have reached the voice mail for (insert name, group, or division here). I am currently unable to take your call. Please leave your name, number, and a message, and I will contact you as soon as possible. If you choose to leave me a message, please speak clearly into the handset so the system can effectively transcribe your message. Thank you."

### Out of Office Greeting



"Out of office announcement. Please listen to this message. You have reached the voice mail for (insert name, group, or division here). I am currently out of the office until (insert date). Please leave your name, number, and a message, and I will contact you as soon as possible. Thank you."

## Call Answering Rules

You can set up a Call Answering Rule to indicate how your calls will be handled when you don't answer the phone, including transferring the call to another number.

### Call Answering Rules

Choose how your calls will be handled when you don't answer the phone. Calls will be answered with a system-generated greeting or a greeting you record. You can let callers leave a voice message, transfer the call, or try to find you. Rules will be applied in the order shown.

[New Rule](#) [Edit...](#) [Delete](#)  

Enabled	Name	Preview

1. To create a new call answering rule, click [New Rule](#) . A form for creating a call answering rule will open.

**Name**

---

**Rule Description**

**Provide the caller with this menu:**

- ✕ Press # to record a voice message

**Add Conditions**

- [If the caller is...](#)
- [If it is during this period...](#)
- [If my schedule shows that my status is...](#)
- [If automatic replies are turned on](#)


**Add Actions the Caller Can Select**

- [Find me at the following numbers...](#)
- [Transfer the caller to...](#)
- [Leave a voice message](#)

---


**Greeting and Prompts**

If you don't record a greeting for this call answering rule, a default greeting will be played. If you record a greeting, be sure to tell callers which key to press to perform a specific action. For example, "Press 1 to find me or press the # key to leave a voice message."

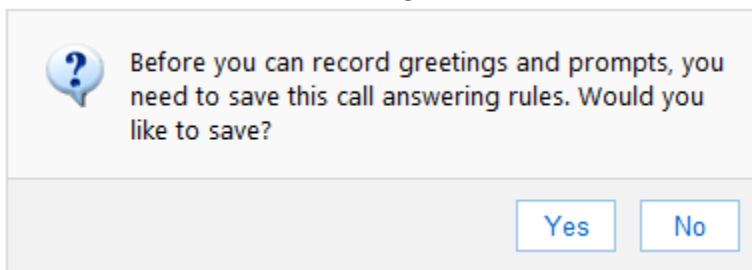
-  [Call the Play on Phone number to play or record a greeting for this call answering rule...](#)
- Let callers interrupt the greeting while it's being played

[Save and Close](#) [Cancel](#)

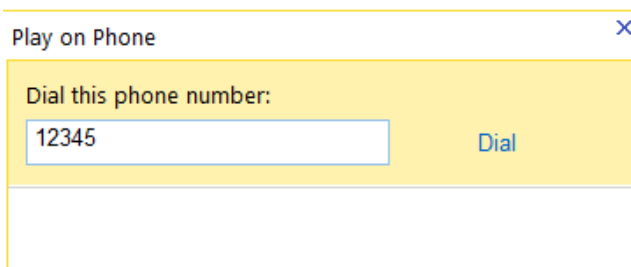
2. Enter a meaningful name for the rule in the **Name** field at the top of the form.
3. The call answering rule form is divided into two columns. The right column displays the list of available conditions and actions you can use to build the rule. The left column displays the list of conditions and actions that have been added to the rule.
  - **Conditions** The criteria that must be met before the rule can be applied to an incoming call.  
***IMPORTANT:** To create a default rule that applies to every call, configure a rule that doesn't contain any conditions.*
  - **Actions** The options that should be presented to the caller when all the conditions are met. These actions will be read to the caller over the phone. The caller chooses what they want to do by making a selection via their phone keypad. The three kinds of actions are:
    - [Find Me](#)
    - [Call Transfer](#)
    - [Leave a Voice Message](#)
4. Click on a Condition or Action on the right side of the form to move it to the left side of the form where it becomes part of the rule. Reminder: To create a default rule that applies to every call, configure a rule that doesn't contain any conditions.
5. By default, Exchange Unified Messaging will generate a default greeting based on the actions you configure. However, you can record a custom greeting for each call answering rule you create.

- To record a custom greeting, click  [Call the Play on Phone number to play or record a greeting for this call answering rule...](#) at the bottom of the call answering rule form.

- Click **Yes** to save the call answering rule.



- In the **Play on Phone** dialog box that appears, make sure the phone number you can be reached at is entered in the **Dial this phone number** field. Click **Dial**.



- When the phone rings, answer it and follow the voice prompts to record a greeting for the call answering rule. In your recording, you should include any actions you've configured on the rule itself. *NOTE: The voice mail system's default greeting won't play to list the actions if you record a custom greeting.*

- You can allow callers to interrupt the custom greeting you record for the call answering rule while it's being played or prevent them from doing so by selecting or clearing the  **Let callers interrupt the greeting while it's being played** check box.

6. After setting Conditions and Actions and recording a custom call answering rule greeting (if desired), click **Save and Close**. Verify the new rule appears in the Call Answering Rules list. Test to make sure the call answering rule is working the way you want it to by trying to call your phone extension and waiting for the call to be answered by Exchange Unified Messaging.

To disable the rule, uncheck the box beside the name of the rule. (No need to save.)

## Adding a Find Me Action

When the Find Me action is part of a call answering rule, the voice mail system will attempt to locate you at up to two different UIHC/UI phone numbers, and then connect the caller to you if you're available at one of the phone numbers.

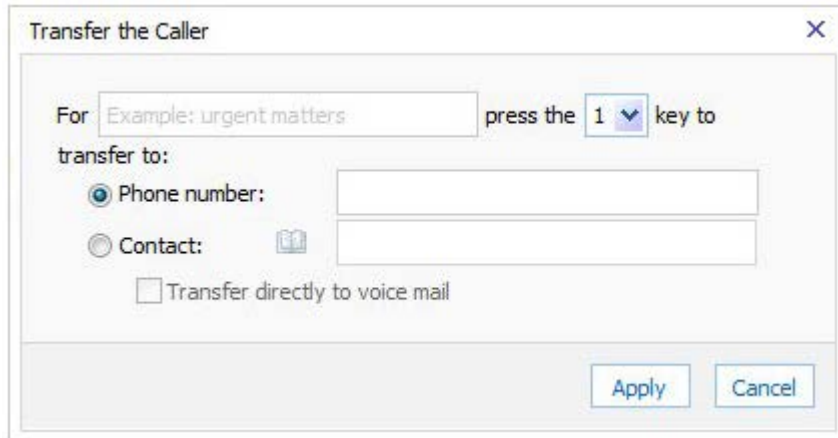
- To add Find Me to your list of actions, click **Find me at the following numbers..**
- In the Find Me dialog box, specify the phone numbers and other settings for this action.

- Enter text that will be read to the caller. For example, if you enter "Urgent Matters" to inform callers that they should only select this action if they have important things to discuss with you, the voice mail system will say "For Urgent Matters, press 1 to find (your mailbox name)".
- Enter the number on the phone keypad the caller will have to press to select this action. In the example above, the 1 key is the number callers will press to reach you at one of the phone numbers you specify.
- Enter one or two 5-digit UIHC/UI phone numbers that the voice mail system will dial. If you specify two phone numbers, the second number will be dialed if you're not available at the first. Each phone number that you specify has an associated duration. The duration is the time period during which the voice mail system will try to dial the phone number before it moves on to the next number. Or, if you can't be contacted, the voice mail system will go back to the options menu.
- Click **Apply** to save the Find Me settings.

## Adding a Call Transfer Action

When the Call Transfer action is part of a call answering rule, callers are provided with the option to be transferred to another UIHC/UI phone number.

- To add Call Transfer to your list of actions, click [Transfer the caller to...](#).
- In the **Transfer the Caller** dialog box, specify that you want to transfer an incoming call to another phone number or Outlook Contact.



- Enter text that will be read to the caller. For example, enter “Urgent Matters” to inform callers that they should choose this option if they have an important matter to discuss and need to speak with someone.
- Enter the number on the phone keypad that the caller will have to press to select this **Call Transfer** action.
- Enter a 5-digit UIHC/UI phone number or Outlook Contact for the caller to be transferred to.  
**IMPORTANT:** *If you specify a Contact, be sure to verify that the number listed as the Contact’s “Business Phone” in Outlook is the correct UIHC/UI extension you want callers transferred to. At UIHC and UI, a person’s listed business phone in Outlook is often not their personal/office phone number but rather the Contact’s support staff number or a main department, clinic, or inpatient unit number. Whenever possible, it is recommended to transfer callers to a specific phone number rather than an Outlook Contact.*

To have the voice mail system transfer the call directly into the Contact’s voice mailbox on their “business phone” number listed in Outlook, select the  **Transfer directly to voice mail** check box.

- Click **Apply** to save the Call Transfer settings.

## Adding and Removing the Leave a Voice Message Action

By default, the voice message option is automatically added to each call answering rule. If you don't want to offer this option, you can remove it by clicking **X** beside the **Leave a voice message** action. If you've removed the action for receiving a voice message, you can add it back by clicking [Leave a voice message](#).

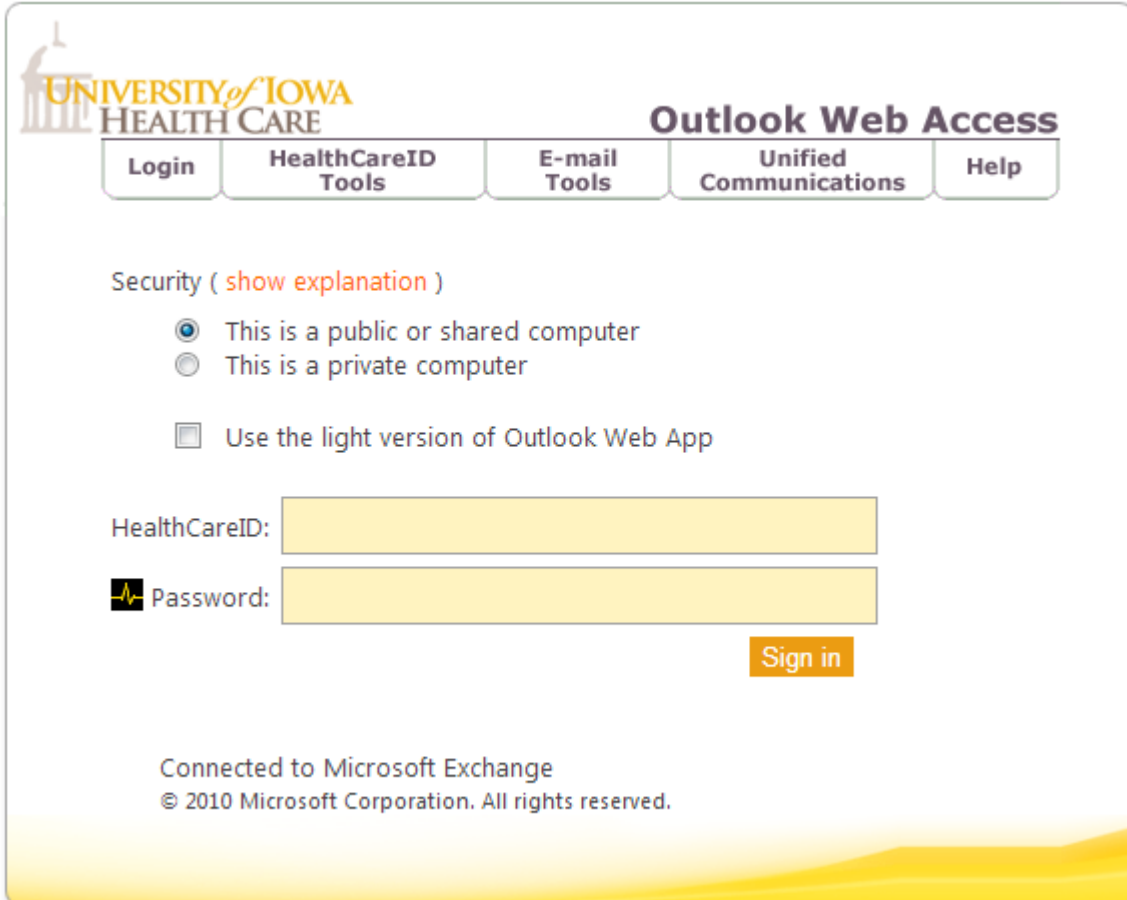
## Outlook Inbox Rules

You can set up a rule in your Outlook mailbox to automatically route incoming voice messages to another Outlook mailbox.

1. Log into Outlook Web Access (OWA) <https://mail.healthcare.uiowa.edu> and click **Sign in**.

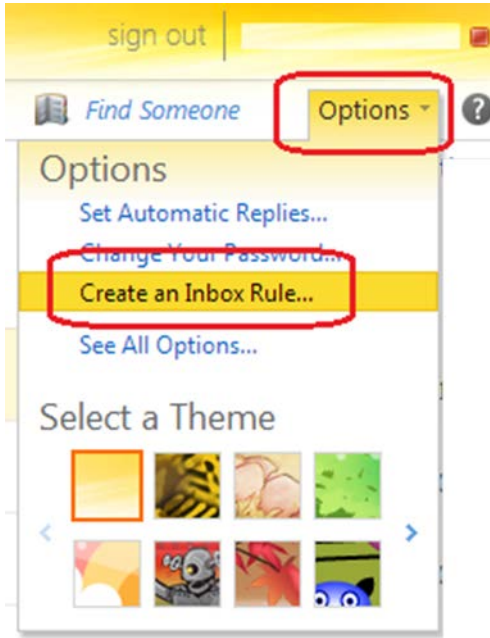
**DO NOT CHECK “Use the light version of Outlook Web App”**

To log into a shared Outlook mailbox that you have access to, select **E-mail Tools**, click **Open Another User’s Mailbox**, enter your HealthCareID and Password, then click **Sign in**.

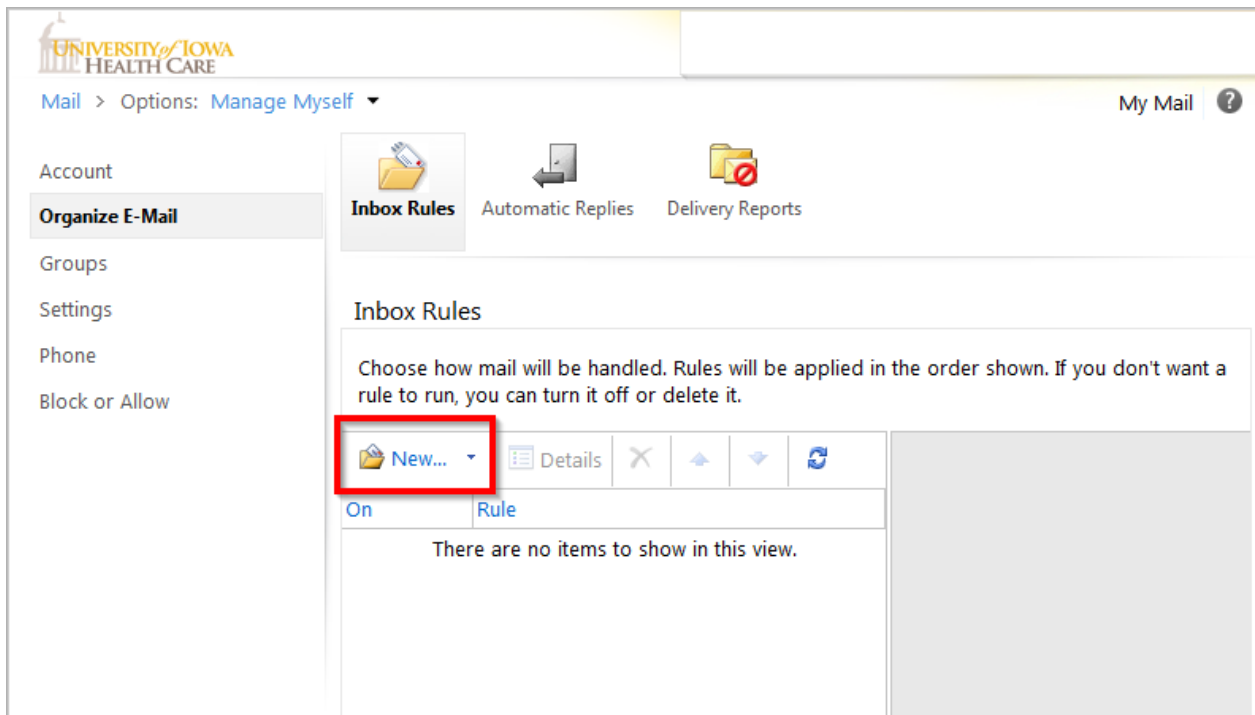


The screenshot shows the Outlook Web Access login interface for the University of Iowa Health Care. At the top left is the University of Iowa Health Care logo. To the right, the text "Outlook Web Access" is displayed. Below this, there is a navigation bar with five buttons: "Login", "HealthCareID Tools", "E-mail Tools", "Unified Communications", and "Help". The "E-mail Tools" button is highlighted. Below the navigation bar, there is a "Security" section with a link to "show explanation". There are three radio buttons: "This is a public or shared computer" (selected), "This is a private computer", and "Use the light version of Outlook Web App" (unchecked). Below the security options are two input fields: "HealthCareID:" and "Password:". To the right of the "Password:" field is a "Sign in" button. At the bottom of the page, it says "Connected to Microsoft Exchange" and "© 2010 Microsoft Corporation. All rights reserved."

2. Click **Options** in the upper right hand corner of your mailbox below your name, then select **Create an Inbox Rule**.

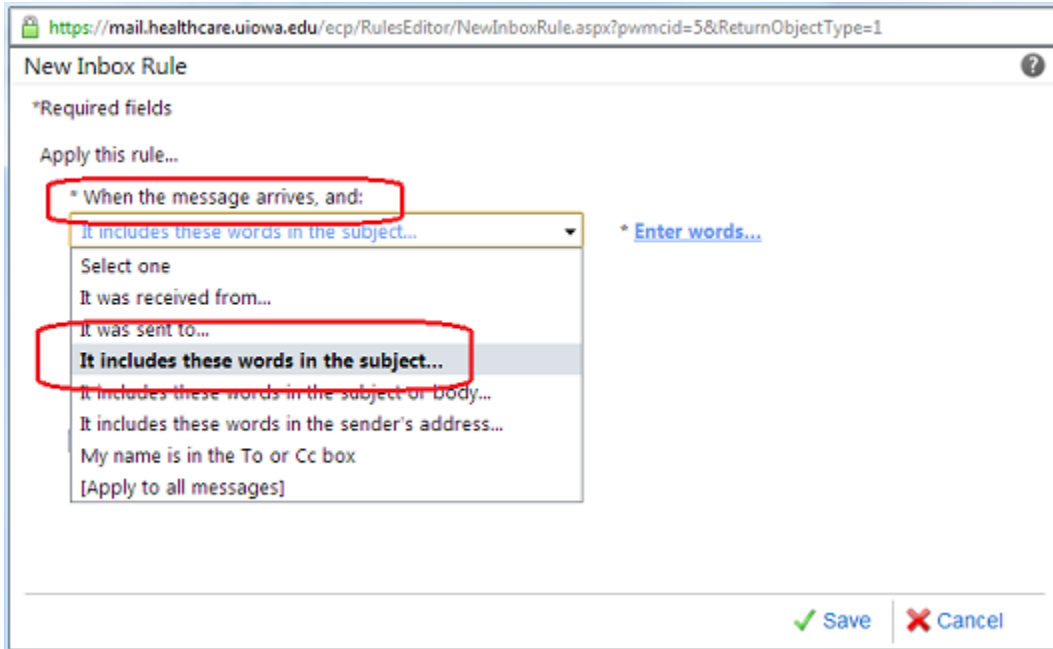


3. Select **New...** to create a new Inbox Rule.

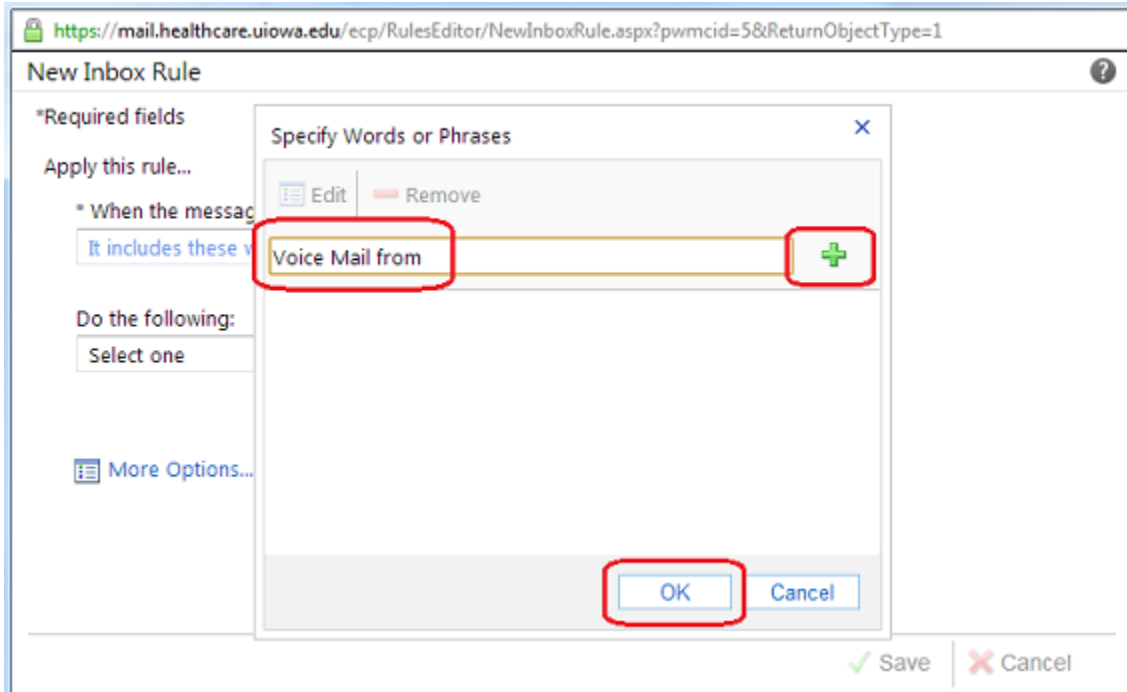


4. Select **It includes these words in the subject...** from the dropdown labeled **\*When the message arrives, and:** and:

Click the **Enter words...** link on the right



5. Type 'Voice Mail from', click the green plus sign (**IMPORTANT!**), then click **OK**.





6. Select **Redirect the message to...** from the dropdown labeled **Do the following:**

Click **Select people...** to the right of the dropdown list

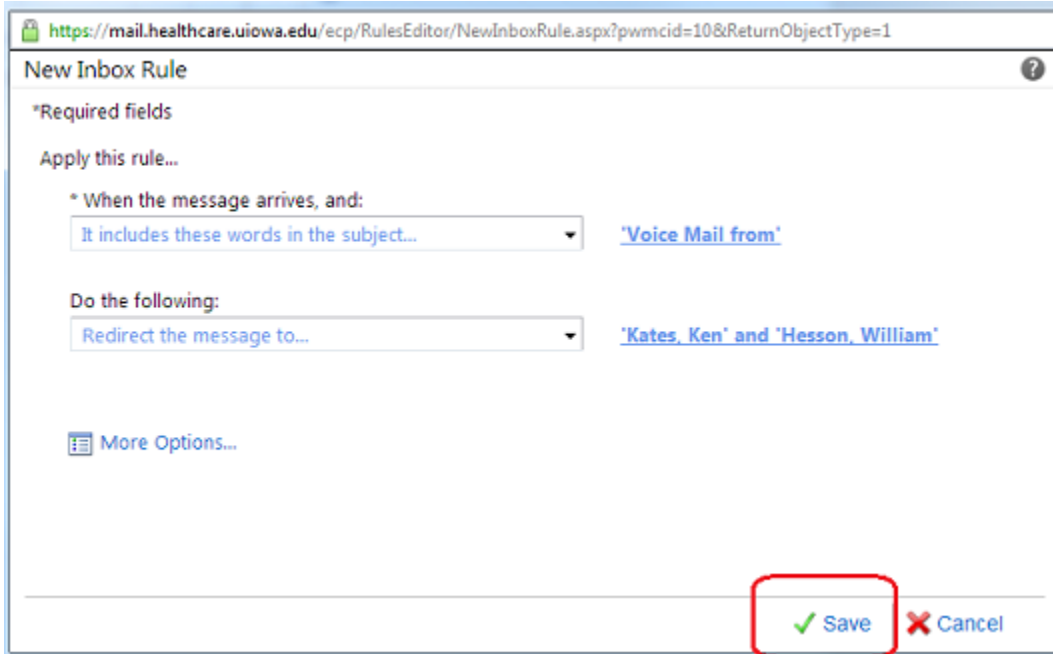
The screenshot shows the 'New Inbox Rule' dialog box. The 'Do the following:' dropdown is set to 'Redirect the message to...'. To its right is a link labeled '\* Select people...'. Above this, the 'When the message arrives, and:' dropdown is set to 'It includes these words in the subject...'. To its right is a link labeled 'Voice Mail from'. At the bottom right, there are 'Save' and 'Cancel' buttons.

7. Search for and select the user(s) that will receive the redirected incoming voice mail messages. When you find the user, click on the "To ->" link. You can add one or more recipients. Click **OK** when done.

The screenshot shows the 'Address Book' dialog box. The search bar contains 'hesson'. The contact 'Hesson, William' is selected. The 'Message recipients:' field shows 'To ->' and 'Kates, Ken; Hesson, William;'. The 'OK' button is highlighted.

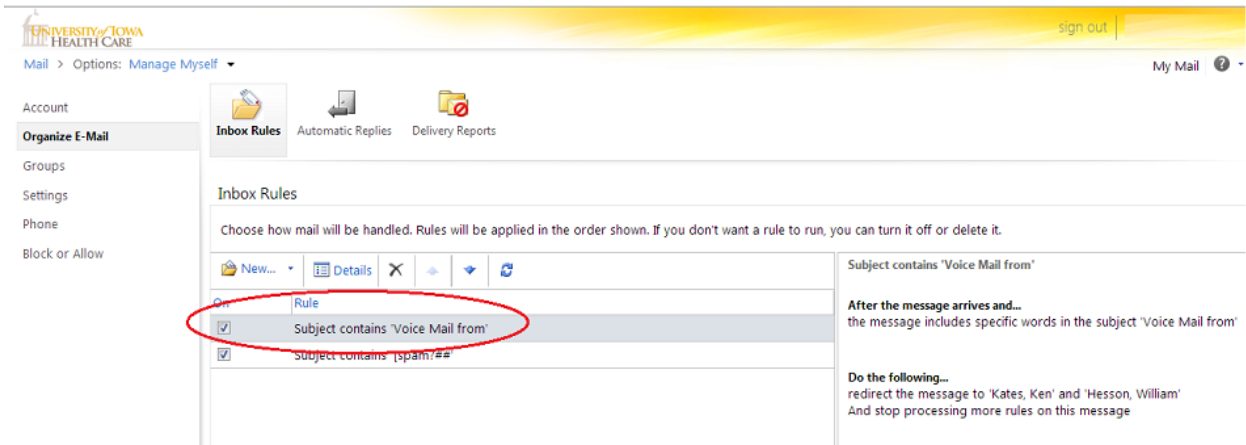
Section	Field	Value
Contact	Alias	HessonW
	E-mail	william-hesson@uiowa.edu
	Office	1337 JCP
	Phone	(319) 356-4009
Information	Job title	Associate Vice President
	Department	Hospital Administration
	Company	UI Health Care
Address (Mailing Address)	City	Iowa City
	State/Province	IA
	Postal code	52242

8. Return to the Rule description and review. When done, click **Save (IMPORTANT!)**.



9. Verify the new rule appears in the Rules list.

To disable the rule, uncheck the box. (No need to save.)



*NOTE: Once the rule is created, you can also enable and disable it through your regular Outlook window rather than having to log into Outlook Web Access (OWA). In your regular Outlook window, click the **File** tab in the top left corner of the screen, **Info** on the left side of the screen, **Manage Rules & Alerts**, and the **E-mail Rules** tab. Check (to enable) or uncheck (to disable) beside the rule.*

## Personal Operator

A Personal Operator, also known as a zero out or attendant extension, allows callers to transfer to one UIHC phone number while listening to a voice mailbox greeting. To enable the Personal Operator feature for a voice mailbox or to change a voice mailbox's current Personal Operator, a department can submit a Voice Mailbox Request Form online at <https://thepoint.healthcare.uiowa.edu/sites/HGIS/cts/SitePages/Home.aspx>.

## Forward Calls to Voice Mail (Only applies to Standard Telephone Users)

Using voice mail to answer your calls is a function of call forwarding. Set either Call Forward Busy/No Answer or Call Forward All on your phone extension to 78448. To have the voice mailbox handle calls after 3 to 4 rings with no answer or immediately if the phone extension is busy, set Call Forward Busy/No Answer. To send all calls straight to voice mail without any ringing of the phone extension, set Call Forward All.

- To **SET Forward BUSY/NO ANSWER** to Voice Mail                      Dial: **\*8 78448**
- To **CANCEL Forward BUSY/NO ANSWER**                                      Dial: **#8**
  
- To **SET Forward ALL** to Voice Mail    Dial: **\*7 78448**
- To **CANCEL Forward ALL**    Dial: **#7**

***NOTE:** If unable to set call forwarding to voice mail, call forwarding may already be set to another extension. Try canceling the call forwarding, then reset the forwarding to voice mail.*

### ***Please be aware of the following scenarios:***

- ①
  - Person A has a voice mailbox programmed on their phone extension.
  - Person B has a voice mailbox programmed on their phone extension.
  - Person A forwards their calls to Person B. Person B forwards their calls to the Exchange UM Voice Mail System (78448).
  - If someone calls Person A and the call forwards to Person B and then forwards to the Exchange UM Voice Mail System, the caller will be routed to the voice mailbox of Person A. The Exchange UM Voice Mail System is able to recognize who was originally called and route the call to the appropriate mailbox.
  
- ②
  - Person A does not have a voice mailbox programmed on their phone extension.
  - Person B does have a voice mailbox programmed on their phone extension.
  - Person A forwards their calls to Person B. Person B forwards their calls to the Exchange UM Voice Mail System (78448).
  - If someone calls Person A and the call forwards to Person B and then forwards to the Exchange UM Voice Mail System, the caller will be informed, *"Sorry, the person you are trying to reach does not have a valid voice mailbox on our system. Good-bye."* (System hangs up.) The Exchange UM Voice Mail System recognizes that there is no voice mailbox associated with Person A and the phone extension originally dialed. Therefore, the caller is unable to leave a message.

Because of the way Scenario ② works, each department must be cautious of individuals who do not have voice mailboxes forwarding their phone extensions to someone who does have a voice mailbox.

## Supervised Transfer to a Phone Extension with a Voice Mailbox

If a supervised transfer is performed to a UIHC phone extension programmed with an Exchange UM voice mailbox, the extension will continue to ring if not answered and the Exchange UM voice mailbox won't pick up. Given this, there are two options when performing a supervised transfer to an unanswered phone extension with Exchange UM voice mail:

1. Try the supervised transfer and if you don't get an answer, reconnect with the caller by pressing your phone's Transfer button again. Ask the caller if they would like to leave a message. If so, perform a blind transfer back to the phone extension so the voice mailbox will pick up.
2. Tell the caller before you perform the supervised transfer that if there is no answer, you will hang up so the caller can go to the voice mailbox and leave a message.

**IMPORTANT:** A supervised transfer to an extension with Exchange UM voice mail is only an issue if the extension is not answered. If an extension is busy when a supervised transfer is performed, the Exchange UM voice mailbox on that extension will pick up.

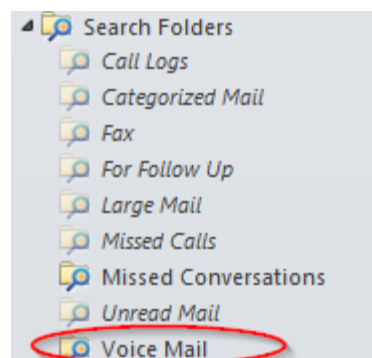
## Tips and Tricks

- If you call a phone extension and voice mail answers but you don't want to leave a message or provide a missed call notification, dial \*\* while the voice mail greeting is playing to exit the voice mailbox and return to the Exchange UM Voice Mail System's Main Greeting. Then hang up.
- To leave a voice mail message for someone without ringing their phone:
  1. Dial 78448 or (319)467-8448 to access the Exchange UM Voice Mail System.
  2. If calling from a UIHC telephone with a voice mailbox on its prime line, press \* after hearing the name of the voice mailbox programmed on that extension.

OR

If using another telephone, continue to Step 3.

  3. At the Exchange UM Voice Mail System's Main Greeting, after hearing "to contact someone", press #.
  4. After hearing "if you know the extension", press #.
  5. Enter the 5-digit voice mailbox number of the person you want to leave a message for.
  6. Press # and leave your message after the voice mailbox greeting plays.
- If a supervised transfer is performed to a UIHC phone extension and the party's voice mailbox answers instead of the person, you can reconnect with the caller without leaving them in voice mail. Press the \* key six times to disconnect from the voice mailbox and return to the caller.
- Audio issues or unclear speech by a caller who leaves a message may cause the Voice Mail Preview to be inaccurate or unavailable. If unable to read a message via Voice Mail Preview, you can either play the message over the telephone or use the attached audio file of the message to play the message through your computer speakers.
- If your Outlook Inbox is full, no email or voice mail messages can be left for you until you delete messages from your Inbox to free up storage space.
- An Exchange UM voice mailbox is associated with a healthcare email address. If the healthcare email address is deactivated (such as when an individual leaves employment with UIHC), the Exchange UM voice mailbox associated with the healthcare email address is automatically deactivated.
- When an Exchange UM voice mailbox is set up, a new search folder named "Voice Mail" is created in Outlook. Even though new voice mail messages are delivered to the Outlook Inbox, the messages are grouped and can also be viewed from this new Voice Mail search folder.



## Frequently Asked Questions

### Who do I contact if I have questions about Exchange UM Voice Mail?

Direct questions concerning UIHC's Exchange UM Voice Mail System to Communication Technology Services at 6-3522 ([CTS-ServiceRequest@healthcare.uiowa.edu](mailto:CTS-ServiceRequest@healthcare.uiowa.edu)) or the HCIS Help Desk at 6-0001 ([helpdesk-hcis@uiowa.edu](mailto:helpdesk-hcis@uiowa.edu)).

### How do I obtain a voice mailbox?

A department can order a voice mailbox for an employee or request changes to an existing voice mailbox by submitting a Voice Mailbox Request Form online at <https://thepoint.healthcare.uiowa.edu/sites/HCIS/cts/SitePages/Home.aspx>.

### What is the cost of a voice mailbox?

The monthly cost of a voice mailbox is \$5.00 per phone extension. There is a \$20.00 one-time installation fee for each voice mailbox.

### What number do I dial to access my voice mailbox via telephone?

Dial (319)467-8448 or 78448 to access UIHC's Exchange Unified Messaging System.

### Why does my phone extension continue to ring when someone calls rather than my voice mailbox picking up?

Your call forwarding to voice mail is not set on your phone extension.

To set call forwarding to voice mail:

Dial **\*8 78448** to set Forward Busy/No Answer to voice mail. (Your voice mailbox will pick up after 3-4 rings.)

OR

Dial **\*7 78448** to set Forward ALL to voice mail. (Your voice mailbox will pick up immediately without any audible ring of your phone extension.)

### Can I have an Exchange UM voice mailbox on more than one UIHC phone extension?

Yes. All UIHC phone extensions for which you need voice mail can be added to your Exchange UM voice mail profile. Note that the same voice mailbox greeting, name, and PIN will apply to all phone extensions programmed in your profile.

## Can an Exchange UM voice mailbox be set up to allow multiple users to retrieve its messages?

Yes. If multiple users are responsible for retrieving messages from a voice mailbox, messages should route to a shared healthcare Outlook email box that all required users have access to. If an appropriate shared Outlook email box doesn't currently exist, one can be requested via an HCIS Web Request:

[https://service.healthcare.uiowa.edu/sdl/f?p=112:8200:382215524080201::::LOGIN\\_APP\\_ID:1002](https://service.healthcare.uiowa.edu/sdl/f?p=112:8200:382215524080201::::LOGIN_APP_ID:1002)

After you log in, locate the "Email and Calendar Support" section. Select "Create a new Distribution List or Outlook Mailbox" and follow the prompts to create an Outlook Mailbox request.

### EMAIL AND CALENDAR SUPPORT

[Create a new Distribution List or Outlook Mailbox](#)

[Create an Outlook calendar or Conference room calendar](#)

[Add/Remove members to an existing Distribution list](#)

[Access to Public Folders, Outlook Mailboxes or Calendars](#)

[Inbound/Outbound Faxing through Outlook](#)

[Exchange Unified Messaging \(UM\)](#)

## How can I determine whether or not a UIHC phone extension has a voice mailbox?

To identify whether or not a UIHC phone extension has a voice mailbox programmed on it:

- Dial (319)467-8448 or 78448.  
(If using a UIHC telephone with a voice mailbox on its prime line, press \* to exit that voice mailbox and reach the Exchange UM Voice Mail System's Main Greeting.)
- At the Exchange UM Voice Mail System's Main Greeting, *"To access your mailbox, enter your extension. To contact someone, press the pound key,"* dial the 5-digit UIHC phone extension that you want to check for a voice mailbox. If the extension has a voice mailbox, you will hear the mailbox's name. If the extension doesn't have a voice mailbox, the system will reply, *"(Mailbox #) is not a valid mailbox extension."*

## What is OWA?

OWA, or Outlook Web Access, connects you to your Exchange mailbox via the web. Exchange UM voice mail features are available for you to set up via OWA.

## How do I access OWA?

Go to <https://mail.healthcare.uiowa.edu> and log in. Click **Sign in**.

To log into a shared Outlook mailbox that you have access to, select **E-mail Tools**, click **Open Another User's Mailbox**, enter your HealthCareID and Password, then click **Sign in**.

## How do I reset my voice mailbox PIN?

Reset your voice mailbox PIN by phone or through Outlook Web Access (OWA).

Reset PIN by phone:

1. Dial (319)467-8448 or 78448 and log into your voice mailbox.
2. Say **Personal Options** (or press 6 if using touchtone prompts).
3. Press 3 and follow the prompts to reset your voice mailbox PIN.

Reset PIN through Outlook Web Access (OWA):

1. Log into OWA <https://mail.healthcare.uiowa.edu>.
2. Click on the **Options** button in the upper right hand corner of the screen, then select **See All Options...**
3. Click on the **Phone** link in the left side navigation pane and verify that **Voice Mail** is selected.
4. Go to **Reset PIN** and follow the instructions.

## How do I set/change my voice mailbox greeting?

Set or change your voice mailbox greeting by phone or through Outlook Web Access (OWA).

Set/change greeting by phone:

1. Dial (319)467-8448 or 78448 and log into your voice mailbox.
2. Say **Personal Options** (or press 6 if using touchtone prompts).
3. Press 1 (Turn On/Off Telephone Out of Office Status) to enable/disable your out of office greeting  
OR  
Press 2 (Record Greetings) and follow the instructions to update your greetings.

Set/change greeting through Outlook Web Access (OWA):

1. Log into OWA <https://mail.healthcare.uiowa.edu>.
2. Click on the **Options** button in the upper right hand corner of the screen, then select **See All Options...**
3. Click on the **Phone** link in the left side navigation pane and verify that **Voice Mail** is selected.
4. Go to **Greetings** and follow the instructions.

## How do I set/change my voice mailbox Personal Operator?

To enable the Personal Operator feature for a voice mailbox or to change a voice mailbox's current Personal Operator, a department can submit a Voice Mailbox Request Form online at <https://thepoint.healthcare.uiowa.edu/sites/HCS/cts/SitePages/Home.aspx>.

## How do I set up options for my callers?

Create a [Call Answering Rule](#) to provide options for your callers to select. ("Press 1 for..., press 2 for...", etc.)

### **Can I set up the number zero in Call Answering Rules?**

To allow callers to transfer to another UIHC phone number by pressing zero, a department can submit a Voice Mailbox Request Form online at <https://thepoint.healthcare.uiowa.edu/sites/HCIS/cts/SitePages/Home.aspx> for a Personal Operator to be programmed. In your voice mailbox greeting, be sure to inform callers of the Personal Operator option.

### **How do I route my voice mail messages to my co-worker when I'm out of the office?**

If you are going to be out of the office for an extended period of time, you can route your voice mail messages to another UIHC employee by creating an [Outlook Inbox Rule](#).

### **How do I reconnect with a caller if I transfer them to a phone extension where voice mail answers and I don't want to leave them in the voice mailbox?**

If a supervised transfer is performed to a phone extension and the party's voice mailbox answers instead of the person, press the \* key six times to disconnect from the voice mailbox and return to the caller.

### **If my Outlook Inbox is full, can callers still leave me voice mail messages?**

No. If your Outlook Inbox is full, no email or voice mail messages can be left for you until you delete messages from your Inbox to free up storage space.

### **Why doesn't the message light on my telephone provide message notification?**

With Exchange UM voice mail, message notification is provided via Outlook (email). The message light on your telephone is no longer a source of notification due to how Exchange UM voice mail is configured and integrated with the existing telephony infrastructure.