Quick Start Guide for Outlook Voice Access
Touchtone User Interface

From a phone that is not UM-enabled
Dial the Outlook Voice Access Number

From a phone that is UM-enabled

Welcome Menu
Contact Someone Mailbox Extension

Welcome Menu
Enter your PIN and press #. If this is not your mailbox, press *. If you choose to access your voice mail without a PIN, this is skipped. If you choose e-mail, calendar, or personal contacts you'll be prompted for a PIN.

“Your have 1 new voice message, 10 new e-mail messages, and your next meeting is at 10:00 A.M.”

Main Menu
Keys Option
1 Listen to Voice Messages
2 Listen to E-Mail Messages
3 Hear Calendar Options
4 Find a Contact
5 Compose a Voice Message
6 Change Personal Contacts
7 Turn Off Telephone Greeting (that lets people know you’re away) Option is available when they are turned on.
0 Repeat Menu

Play Message Summary
Keys Option
[abc...0] Spell Contact Name
Enter Mailbox Extension Transfer to Operator

Available While Listening to the Voice Message
Keys Option
# Next Message
1 Next Day
2 Repeat
3 More Options
4 Next Unread Message
5 All Playback Menu Options
6 Rewind
7 Previous Message
8 Call
9 Beginning
41 Pause
113 Fast Forward
33 End
4 Slow
44 Flag for Follow-Up
5 Envelope Information
6 Forward
7 Delete
8 Reply
9 Mark as Unread
0 Repeat this Menu
00 Return to previous/More Options

Personal Contacts
Keys Option
[abc...0] Spell Contact Name
Search Directory

Play E-Mail Messages and Calendar Items
E-Mail Message: Priority, From, Date, Message Body
Meeting Request: Priority, Date, From, Message Body

After Listening to the Voice Message
Keys Option
# Next Message
1 Replay
11 Previous Message
2 Call
4 Accept
44 Flag for Follow-Up
5 Envelope Information
6 Forward
7 Delete
8 Reply
9 Mark as Unread
* Exit
0 Repeat this Menu
00 Return to previous/More Options

After Listening to E-mail Messages
Keys Option
# Next Message
1 Next Unread
2 All Playback Menu Options
5 Envelope Information
6 Forward
7 Delete
8 Reply
9 Mark as Unread
99 Hide Conversation

Record or Add/Remove Recipients
Keys Option
1 Record
2 Add Recipient
3 Remove Recipient

Contact Details
Name Address
Mobile Number
Office Number
E-Mail Address

Contact Options
Keys Option
1 Repeat Details
2 Call
3 Send Message
4 Find Another Contact
* Cancel

Available While Listening to the E-mail Messages
Keys Option
# Next Message
1 Next Unread
2 All Playback Menu Options
5 Envelope Information
6 Forward
7 Delete
8 Reply
9 Mark as Unread
* Exit
0 Repeat this Menu
00 Return to previous/More Options

Key Option
0 Repeat Menu
1 Turn On/Off Telephone Greeting (that lets people know you're away)
2 Record Greetings
3 Change Your PIN
4 Change to the Voice User Interface
5 Change the Local Time Zone
6 Turn On/Off Automatic Replies
7 Return to Main Menu

Directory
Search

E-Mail Message: Priority, From, Date, Message Body
Meeting Request: Priority, Date, From, Message Body

Play Meeting Summary
Meeting Request: Organizer, Time, Location, and Subject

Available at All Times
Key Option
0 Repeat Menu
10 More Options
* Cancel or Main Menu

Use the Keypad to Spell
Available at All Times
From the user interface

From the voice user interface

Listening
Voice Message:
Beginning
Previous Message
Next Message
Next Unread
Next Day
Repeat
More Options
Next Unread Message
All Playback Menu Options
Rewind
Previous Message
Call
Beginning
Pause
Fast Forward
End
Slow
Flag for Follow-Up
Envelope Information
Forward
Delete
Reply
Mark as Unread
Exit
Repeat this Menu
Return to previous/More Options

Turn On/Off Telephone Greeting
(00) Enter Telephone Greeting
(11) Repeat Telephone Greeting
(12) More Options
(13) Change Your PIN
(14) Change to Voice User Interface
(15) Change Local Time Zone
(16) Enter the 12 or 24 Hour Time Format
(* Return to Main Menu

Confirm Greeting
Turn On/Off Automatic Replies

Enter the current local time in 24-hour format. For example, for 3:30 PM, enter 1-5-3-0.