



APPTIXTM
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Getting Started with Outlook Voice Access

**Exchange Server Unified
Messaging**

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❖ **FEEDBACK:** If you note mistakes in this guide, or identify procedures that are incorrect, we encourage you to email your feedback to userguidefeedback@hostaccount.com. We continually strive to improve our customer support resources and your feedback is invaluable in assisting us with our goal to provide exceptional customer service.

DOCUMENT REVISION DATE: October, 2009

Getting Started with Outlook Voice Access

Outlook Voice Access (OVA) is a feature integrated with Apptix hosted Exchange 2007 that enables users to retrieve e-mail messages from their mailbox by using an analog, digital, or cellular telephone. They can then interact with their mailbox by using touchtone or voice commands.

The Outlook Voice Access Quick Reference Guide includes a map of all the Outlook Voice Access menu options and shows you how to navigate the menu system.

When an Outlook Voice Access enabled user accesses their Apptix Exchange 2007 mailbox by using a telephone, they are presented with a series of voice prompts. These voice prompts help them navigate Outlook Voice Access system and enable them to access their mailbox. Outlook Voice Access lets users do the following:

- Retrieve, listen to, reply to, create, and forward voice or e-mail messages.
- Listen to or change calendar information.
- Change personal options, such as changing a PIN, or call or send a voice message to a personal contact.

Reading and Reviewing E-Mail

Users can listen to, reply to, create, and forward unread e-mail messages by using the telephone. For example, if a user is expecting an important e-mail message, and does not have access to the Internet, they can use a mobile phone to dial the subscriber access number or the number that is used for Outlook Voice Access. After the user enters their extension number, enters their PIN, and then says, "E-mail", the Unified Messaging server will access the user's mailbox and read their unread e-mail. While the Unified Messaging server reads an e-mail message, the user can say one of the following:

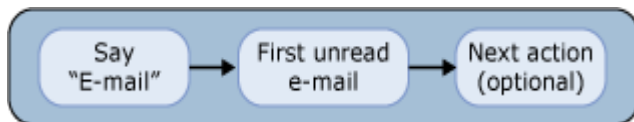
- "Reply", to reply to the sender.
- "Reply all", to reply to all recipients on the e-mail message.
- "Forward", to forward the e-mail message to another user.
- "Flag", to flag the message for follow up.
- "Hide", to hide the conversation.

Listen to E-Mail Messages

To listen to e-mail messages by using the voice user interface (VUI), users dial the OVA subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 1:

1. Say "E-mail" to access e-mail.
2. The server will read the name, subject, time, and priority of the first unread e-mail message.
3. Say one of the following options:
 - "Next message", to mark the message as Read and go to the next e-mail message.
 - "Mark Unread", to keep the message marked as Unread and go to the next message.
 - "End", to jump to the end of the message.
 - "Delete", to delete the message.

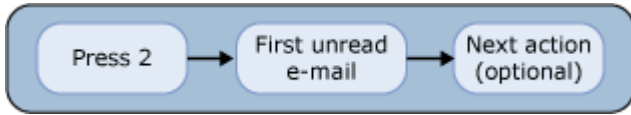
Figure 1 Listening to e-mail messages by using the voice user interface (VUI)



To listen to e-mail messages by using the touchtone interface, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 2:

1. Press 2 to access e-mail.
2. The Unified Messaging server will read the name, subject, time, and priority of the first unread e-mail message.
3. Press one of the following options:
 - The pound (#) key to mark the message as Read and go to the next e-mail message.
 - 9 to keep the message marked as Unread and go to the next message.
 - 3 twice to jump to the end of the message.
 - 7 to delete the message.

Figure 2 Listening to e-mail messages by using the touchtone interface

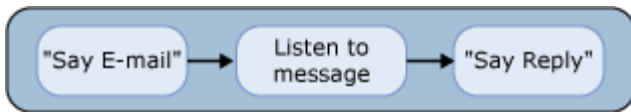


Reply to E-Mail Messages

To listen to e-mail messages and then reply by using the VUI, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 3:

1. Say "E-mail" to access e-mail.
2. Say "Next message" repeatedly until they reach the e-mail message to which they want to reply.
3. Listen to the message or say, "End" to go to the end of the message.
4. Say one of the following:
 - "Reply", to reply to the sender.
 - "Reply all", to reply to the sender and all other recipients.
 - "Forward", to forward the message to another user or group.
5. Record a reply and then hang up, remain silent, or press any key. To accept the reply message and send it, they say "Send it".

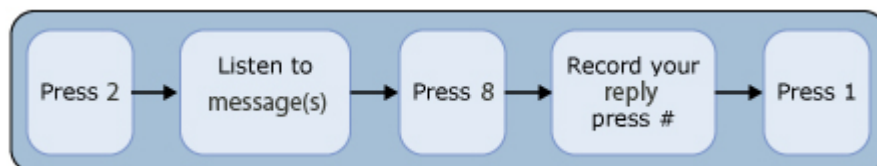
Figure 3 Replying to an e-mail message by using the VUI



To listen to e-mail messages and then reply by using the touchtone interface, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 4:

1. Press 2 to access e-mail.
2. Press # repeatedly until they reach the e-mail message to which they want to reply. Then they press 9 to mark the message as Unread.
3. Listen to the message or press 33 to go to the end of the message.
4. Press 8 to reply to the sender, press 88 to reply to the sender and all other recipients, or press 6 to forward the message to another user or group.
5. Record a reply, and then press #. To accept the reply message and send it, they press 1.

Figure 4 Replying to an e-mail message by using the touchtone interface

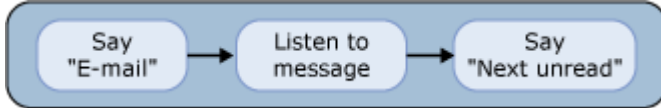


Listen to the Next Unread E-Mail Message

To listen to an e-mail message and then go to the next unread message by using the VUI, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 5:

1. Say "E-mail".
2. Say "Next Unread". They also say "Mark Unread" if they want to mark the message as Unread.

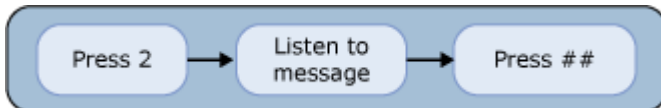
Figure 5 Reading the next unread e-mail message by using the VUI



To listen to an e-mail message and then go to the next unread message by using the touchtone interface, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 6:

1. Press 2 to access e-mail.
2. Press ## to listen to the next unread message. They also press 9 if they want to mark the message as Unread.

Figure 6 Reading the next unread e-mail message by using the touchtone interface



Flag an E-Mail Message for Follow Up

To listen to e-mail messages and flag messages for follow up by using the VUI, users dial the UM subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 7:

1. Say "E-mail" to access e-mail.
2. Say "Next message" repeatedly until they reach the e-mail message that they want. They can also say "Mark Unread" to mark the message as Unread.
3. Listen to the message or says, "End" to go to the end of the message.
4. Say "Flag" or "Flag for follow up" to flag the message for follow up.

Figure 7 Flagging an e-mail for follow up by using the VUI

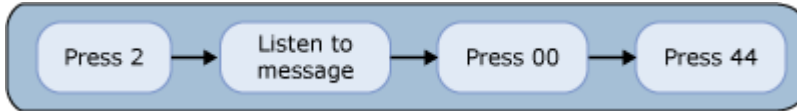


To listen to e-mail messages and flag messages for follow up by using the touchtone interface, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 8:

1. Press 2 to access e-mail.
2. Press # repeatedly until they reach the e-mail message that they want to flag for follow up. They can also press 9 to mark the message as Unread.
3. Listen to the message or presses 33 to go to the end of the message.

4. Press 0 (zero) twice to access more options.
5. Press 4 twice to flag the message for follow up.

Figure 8 Flagging an e-mail for follow up by using the touchtone interface

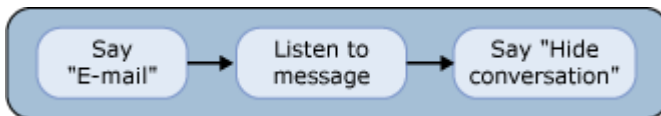


Hide a Conversation

To listen to e-mail messages and hide a conversation by using the VUI so that OVA will not continue to read other e-mail messages that are in the same e-mail conversation, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 9:

1. Say "E-mail" to open e-mail.
2. Say "Next message" repeatedly until they reach the e-mail message that they want. Say, "Mark Unread" to mark the message as Unread.
3. Listen to the message or say, "End" to go to the end of the message.
4. Say "Hide" or "Hide conversation" to hide the conversation. The next e-mail message will be read.

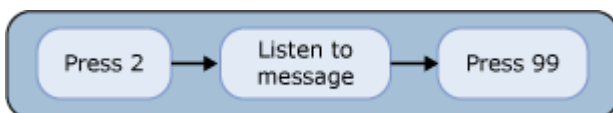
Figure 9 Hiding a conversation by using the VUI



To listen to e-mail messages and hide a conversation by using the touchtone interface so that OVA will not continue to read other e-mail messages that are in the same e-mail conversation, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 10:

1. Press 2 to access e-mail.
2. Press # until they reach the e-mail message that they want to hide. Press 9 if you want to mark the message as Unread.
3. Listen to the message or press 33 to go to the end of the message.
4. Press 99 to hide the conversation. The next e-mail message will be read.

Figure 10 Hiding a conversation by using the touchtone interface



Note:

When the conversation is hidden, it is hidden only for the current session. If a user logs off and then logs on to their mailbox again, Unified Messaging will read the e-mail messages that are in the same conversation.

Managing Calendar Items

Users can listen to, reply to, create, and forward items in their calendar over the phone. For example, let's say they have a meeting at 10:00 A.M. Because they are delayed by unusually heavy traffic, they expect to be 15 minutes late. They can inform other meeting attendees that they will be late by calling the telephone number for Outlook Voice Access, logging on to their mailbox, and accessing their list of meetings for that day in their calendar. After OVA reads the meeting request for the 10:00 A.M. meeting, the user can use the "I'll be late" feature to inform all the meeting attendees that they will be 15 minutes late. Each attendee will receive an e-mail message telling them that the user will be 15 minutes late. The user can include a voice message with the e-mail message that is sent, if they like.

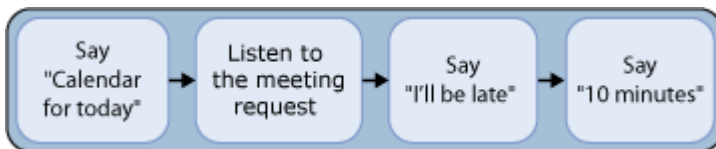
Or, let's say a user finds out in the morning that a very important client has just scheduled a meeting with the user for the same day. The meeting could take all day. The user realizes they have to cancel all previously scheduled meetings for that day in the simplest possible way. By using the "clear my calendar" feature, they can quickly and easily clear their calendar for the whole day.

Send an I'll Be Late Message

To send an "I'll be late" message to the meetings participants by using the VUI, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 11:

1. Say "Calendar for today".
2. Listen to the meeting request.
3. After the meeting request has been read say, "I'll be late".
4. When OVA asks "How late?", say "10 minutes".
5. When OVA asks "Do you want to record a message?" say "No", and then say "Send it".

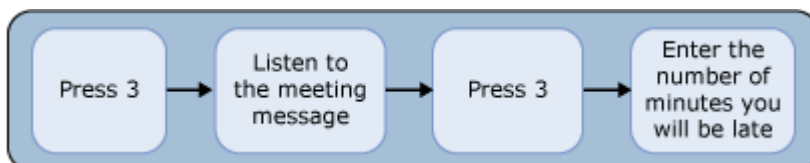
Figure 11 Sending an "I'll be late" message by using the VUI



To send an "I'll be late" message to the meetings participants by using the touchtone interface, users must dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 12:

1. Press 3 to access their calendar.
2. Listen to their meeting requests to locate the meeting for which they want to send an "I'll be late" message.
3. After the meeting request has been read, press 3.
4. When OVA "How late?", enter 10 on the telephone key pad.

Figure 12 Sending an "I'll be late" message by using the touchtone interface

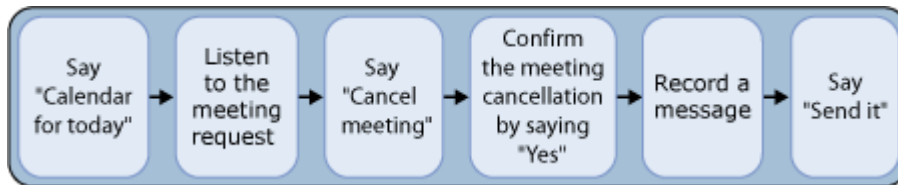


Cancel a Meeting

To cancel a meeting, the user must be the meeting organizer. To cancel the meeting by using the VUI, the meeting organizer dials the subscriber access number, enters their extension number and PIN, and then does the following, as shown in Figure 13:

1. Says "Calendar for today".
2. Listens to the meeting request.
3. After the meeting request has been read, says "Cancel meeting".
4. Confirms the meeting cancellation by saying "Yes".
5. After OVA asks whether they want to attach a recorded voice message, they say "Yes", record the message, and then say "Send it".

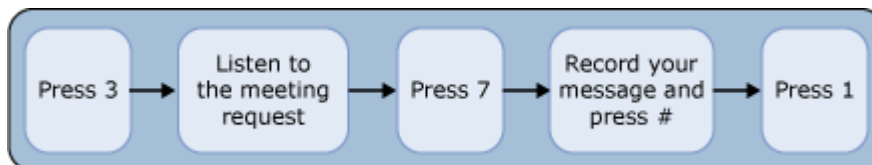
Figure 13 Canceling a meeting by using the VUI



To cancel the meeting by using the touchtone interface, the meeting organizer dials the subscriber access number, enters their extension number and PIN, and then does the following, as shown in Figure 14:

1. Presses 3 to access their calendar.
2. Listens to the meeting requests to locate the meeting to cancel.
3. Presses 7 to cancel the meeting.
4. If they choose to send a voice message, they can then press one of the following options:
 - # to stop recording the message.
 - 1 to accept the recorded message.

Figure 14 Canceling a meeting by using the touchtone interface

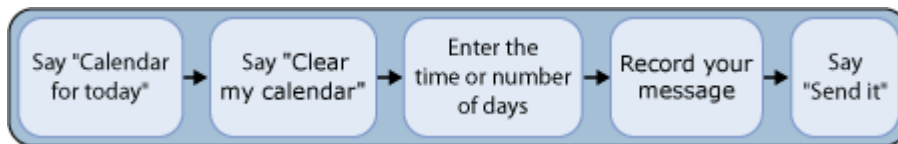


Clear a Calendar

To clear their calendar by using the VUI, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 15:

1. Say "Calendar for today" to access their calendar.
2. Say "Clear my calendar".
3. Enter the time or the number of days to be cleared.
4. After OVA asks whether they want to attach a recorded voice message, say "Yes", record the message, and then say "Send it". If they do not want to send an attached recorded voice message, they say "No".

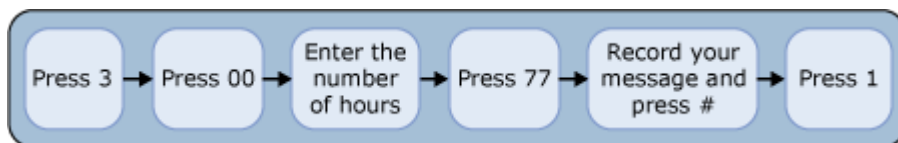
Figure 15 Clearing a calendar by using the VUI



To clear their calendar by using the touchtone interface, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 16:

1. Press 3 to access their calendar.
2. Press 00 to go to the More Options menu.
3. Press 77 to clear their calendar.
4. Enter the number of hours to clear from the calendar.
5. If the user chooses to send a voice message, they can then do either of the following:
 - Press # to not send a voice message
 - Record the voice message when they are prompted, press # to stop recording the message, and then press 1 to accept the recorded message.

Figure 16 Clearing a calendar by using the touchtone interface



Accept a Meeting Request

To accept a meeting request by using the VUI, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 17:

1. Say "E-mail" to access their e-mail
2. Listen to the e-mail message that contains a meeting request.
3. Say "Accept" to accept the meeting request.

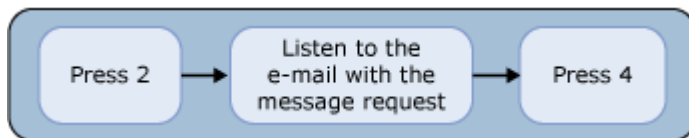
Figure 17 Accepting a meeting request by using the VUI



To accept a meeting request by using the touchtone interface, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 18:

1. Press 2 to access their e-mail.
2. Listen to the e-mail message that contains a meeting request.
3. Press 4 to accept the meeting request.

Figure 18 Accepting a meeting request by using the touchtone interface

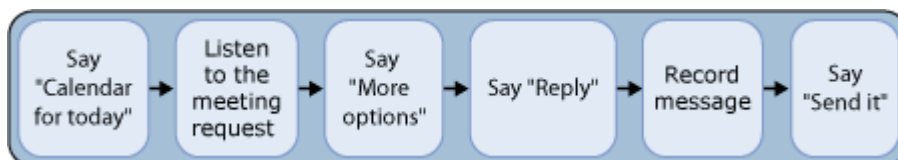


Reply to a Meeting Request

To reply to a meeting request by using the VUI, users dial the UM subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 19:

1. Say "Calendar for today".
2. Listen to the meeting requests to locate the meeting request to reply to.
3. Say "More options" to open the More Options menu.
4. Say "Reply" to reply to the meeting organizer.
5. Record a message.
6. Say "Send it".

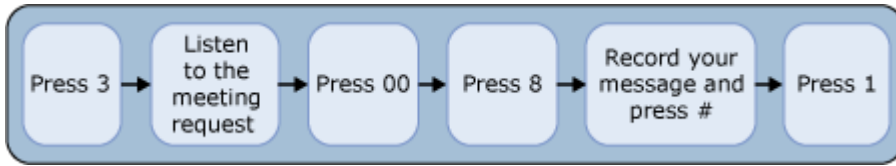
Figure 19 Replying to a meeting request by using the VUI



To reply to a meeting request by using the touchtone interface, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 20:

1. Press 3 to access their calendar.
2. Listen to the meeting requests to locate the meeting request to reply to.
3. Press 00 for more options.
4. Press 8 to reply to the meeting organizer.
5. Record a message and press the # key.
6. Press 1 to accept the recording and send the message.

Figure 20 Replying to a meeting request by using the touchtone interface



Managing Personal Options and Contacts

Users can manage their personal options and contacts by using Outlook Voice Access. They can:

- Call a personal contact
- Locate and call a user in the directory
- Configure personal options, such as changing their PIN over the telephone.

When a user first sets up their mailbox, they must create personal and Out of Office greetings that callers will hear when the user is unable to answer their telephone.

Say that a user realizes that they have forgotten to turn on an Out of Office voice greeting that will give callers an alternative number to call if they have an immediate issue. The user can use Outlook Voice Access to access their personal options and record and turn on an Out of Office greeting from any telephone.

Or, for example, the user is away from the office and wants to contact an account manager with important information about a client. The user can call the number that is used for Outlook Voice Access, use the directory search feature to locate the account manager, and then place the call.

Note:

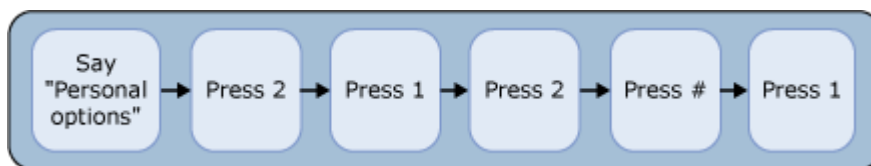
When users access the Personal Options menu, they must use the touchtone interface.

Record a Personal Greeting

To record a personal greeting by using the VUI, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 21:

1. Say "Personal options" to access Personal Options.
2. Press 2 to record voice mail greetings.
3. Press 1 to record their personal greeting.
4. Press the # key to stop recording their personal greeting.
5. If they have to re-record their personal greeting, they should press 2.
6. Press 1 to accept their personal greeting.

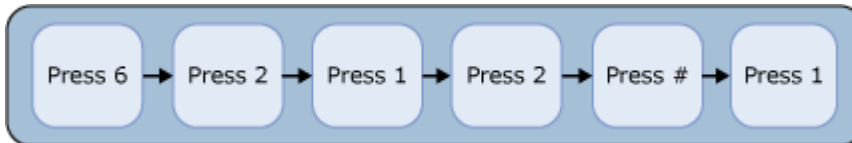
Figure 21 Recording a personal greeting by using the VUI



To record a personal greeting by using the touchtone interface, users dial the UM subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 22:

1. Press 6 to access Personal Options.
2. Press 2 to record voice mail greetings.
3. Press 1 to record their personal greeting.
4. Press the # key to stop recording their personal greeting.
5. Press 2 to re-record their personal greeting.
6. Press 1 to accept their personal greeting.

Figure 22 Recording a personal greeting by using the touchtone interface



Note:

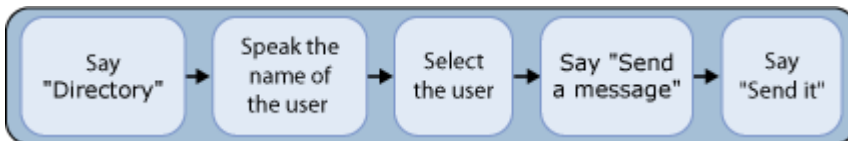
When a user changes their telephone voice greetings, they are also given the option to turn on or off their e-mail Out of Office auto-replies.

Send a Voice Message to a User

Users can locate, call, or leave a voice message for another user in the directory. To locate and then send a voice message to another user by using the VUI, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 23:

1. Say "Directory".
2. Say the name of the person you want to locate.
3. Select the correct person from the list.
4. Say "Send a message", and then record the voice message.
5. Say "Send it" to send the message.

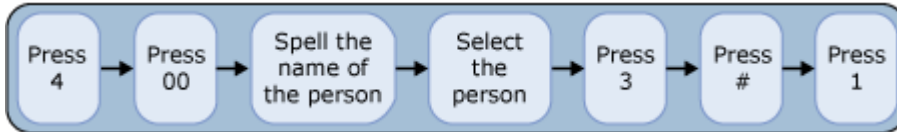
Figure 23 Sending a voice message to another user by using the VUI



To locate and then send a voice message to another user by using the touchtone interface, users dial the UM subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 24:

1. Press 4 to search for a contact.
2. Press 00 to locate the person in the directory.
3. Spell the name of the person to locate by using the telephone keypad.
4. Select the correct person from the list.
5. Press 3 to send a voice message to the person.
6. Record the voice message, and then press # key to stop recording.
7. Press 1 to accept the voice message and send it.

Figure 24 Sending a voice message to another user by using the touchtone interface

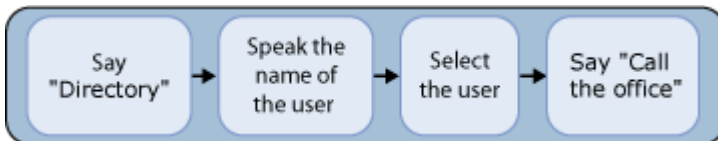


Locate and Call a User in the Directory

To locate and call a user in the directory by using the VUI, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 25:

1. Say "Directory".
2. Say the name of the person to locate.
3. Select the correct person from the list.
4. Say "Call the office".

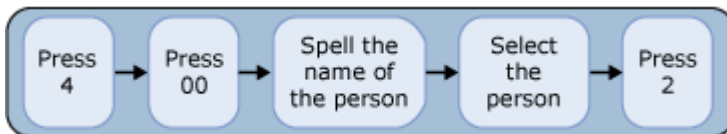
Figure 25 Locating and calling a user in the directory or a personal Contact by using the VUI



To locate and call a user in the directory by using the touchtone interface, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 26:

1. Press 4 to access personal Contacts.
2. Press 00 to locate a person in the directory.
3. Spell the name of the person you want to locate by using the telephone keypad.
4. Select the correct person from the list.

Figure 26 Locating and calling a user in the directory by using the touchtone interface



Change a PIN

To change their PIN by using the VUI, users dial the subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 27:

1. Say "Personal options".
2. Press 3 to change your PIN.
3. Enter the new PIN and then press the # key.
4. Press # to confirm your new PIN.

Figure 27 Changing a PIN by using the VUI



To change their PIN by using the touchtone interface, users dial the UM subscriber access number, enter their extension number and PIN, and then do the following, as shown in Figure 28:

1. Press 6 to change their personal options.
2. Press 3 to change their PIN.
3. Enter the new PIN, and then press #.
4. Press # to confirm their new PIN.

Figure 28 Changing a PIN by using the touchtone interface

