Unified Messaging

Microsoft Unified Messaging (UM) integrates CSI’s telephones and email to provide a more efficient means of communication. UM allows for the integration with other Microsoft applications and provides many collaborative opportunities.

Some of the features include:

- Accessing voice mails the same way you currently access your CSI email. The universal inbox lets you access your email, voice mail, calendar, and contacts anywhere - and all from one place.
- Do you need to forward a voice mail? It can still be done from the phone, but now you can also use your computer and smart devices, i.e.: smartphone, tablet or laptop.
- Do you need to check your emails? You can now use your phone and text commands to check your email and calendar appointments. Both can be read to you over the phone.
- Receive email message notifications for new voicemail messages, as well as for missed calls.
- Access email and calendar appointments through voicemail.
- Use voice-activated prompts to manage phone messages.
- Receive text transcriptions of voice mail in your email.

Getting Started
Each user will receive a "Welcome to Unified Messaging" email with important information, including a temporary PIN, once their account has been activated. To get started, you will need to reset the temporary pin.

Creating your PIN from your office Phone
1. From your office phone dial **2700**. The system will recognize your extension*.
2. Enter your temporary PIN (received in your welcome email) and press the # key.
3. Create a new PIN.
   - Must contain only numbers
   - Must be at least 6 numbers long
   - Cannot be the same as your extension
   - Must be complex (i.e. 123456 or 111111 are not allowed)
   - Must be changed every **180** days
4. Verify the new PIN. Re-enter the PIN and press the # key.
5. Enter the menu system and select an option.
*If you are using a phone other than your office phone, you will need to enter your phone extension. From off campus, call your 10 digit office number, i.e.: 718.982.3695 and press the * key when the voice recording begins.

**Resetting your PIN from the Outlook Web App**

This can be done by using either the phone or the Outlook Web (OWA) email interface. **Please note: you cannot use the Outlook interface to change your pin.**

1. Open the Outlook Web App at [https://xch.csi.cuny.edu/](https://xch.csi.cuny.edu/)
2. **Enter** your FLAS username and password in the appropriate fields.
3. **Click** the **gear** button near the top-right of the screen.
4. **Select** Options.
5. **Click Phone** from the left menu.
6. **Select Voice Mail** tab on the top menu.
7. **Scroll to the reset PIN option.** **Click** **Reset my voice mail PIN...**
8. **Click Yes** to confirm.

9. Once the PIN is reset, a temporary PIN will be emailed to the user. After logging in with the temporary PIN, a new PIN must be created.
   a. From your phone **dial 2700**. The system will recognize your extension.
   b. **Enter** your temporary PIN (received in your welcome email) and press the # key.
   c. **Create** a new PIN.
      - Must contain only numbers
      - Must be at least 6 numbers long
      - Cannot be the same as your extension
      - Cannot be the same as your 5 previous pins
      - Must be complex (i.e. 123456 or 111111 are not allowed)
      - Must be changed every 180 days
   d. Verify the new PIN. Re-enter the PIN and press the # key.
   e. Enter the menu system and select an option.

**Creating a Personalized Greeting**
1. From your office phone **dial 2700**. The system will recognize your extension.
2. Enter your PIN and the # key.
3. You will have the option to speak the commands or use the keypad (touch-tone interface). To use the touch-tone interface press **0**.
4. **Say "Personal Options"** or press **6**.
   a. **Press 1** to turn on the telephone greeting to let people know you are away.
   b. **Press 2** to record a new greeting.
      - Press 1 to record your personal greeting.
      - Press 2 to record your greeting for when you are away.
      - Press 3 to record your name.

**Accessing Voice Mail**
Users can access their voice mail either through the telephone or their email.

- **Accessing Voice Mail through the Telephone**
  1. From your office phone **dial 2700**. From off campus, call your 10 digit office number, i.e.: 718.982.3695 and press the * key when the voice recording begins.
  2. When prompted, **enter your PIN** and the # key.
  3. After the automated greeting finishes, **say "Voice mail"** and messages will begin playing.
  4. To go to the next message: **Press the # key** at any time
  5. To delete: **After a message plays, say "Delete" or press 7**
  6. **To reply:** After a message plays, **say "Reply" or press 8** then begin recording your message.
  7. **To forward:** After a message plays, **say "Forward message" or press 6** then **say** the name of the name of the person to whom you wish to forward the message.
  8. **To return to the main menu:** After a message plays, **say "Main menu" or press the * key**

- **Accessing Voice Mail through Email**
  In both Outlook 2013 (Windows) and the Outlook Web App (OWA), **select** the email which contains the voice mail to which you wish to listen.
View from within Outlook Web App (OWA)

**View from within the message:**

Helpdesk

Thu 1/28/2016 12:43 PM

To: Doriann Hyland

1 attachment

Clicking on the icon will download the message as a mp3 file.

Click on the play button to hear the message.

**View from the reading pane:**

Click on the play button to hear the message.

In Outlook 2013 (Windows), you may also click the Play on Phone option to listen to your voice mail from a phone.

1. Click on the link, “Play voice mail on phone…”

In the small textbox, type the phone number you want to hear your voice mail on, and then click Call. The system will call that phone and play your message.

View from within Outlook 2013 (Windows)

**View from within the message:**

Helpdesk

Thu 1/28/2016 12:43 PM

To: Doriann Hyland

1 attachment

Click on the play button to hear the message.

Play and Pause button

Stop button

Previous and Next buttons

Mute button

Volume button

Select button