Welcome to the Exchange 2010 Unified Messaging System Instructions for Main Campus Users
## Setting Up Your New Voicemail

The University is rolling out a new system for your email and your voicemail, giving you some *really* useful new features such as the ability to have your email and calendar items read to you over the phone, receive voicemail messages in your email inbox, and more. We've done most of the setup work for you, but you will have to do a few things to personalize your voicemail.

This short document will show you how to:

- Use your phone to connect to the new system
- Set up your voicemail greeting
- Set up or cancel telephone forwarding (when your line is busy or is not answered)

You were recently sent an email from ***Microsoft Outlook*** with the subject line "Welcome to Exchange Unified Messaging." This email contains your PIN number to access the system. It will look similar to this:
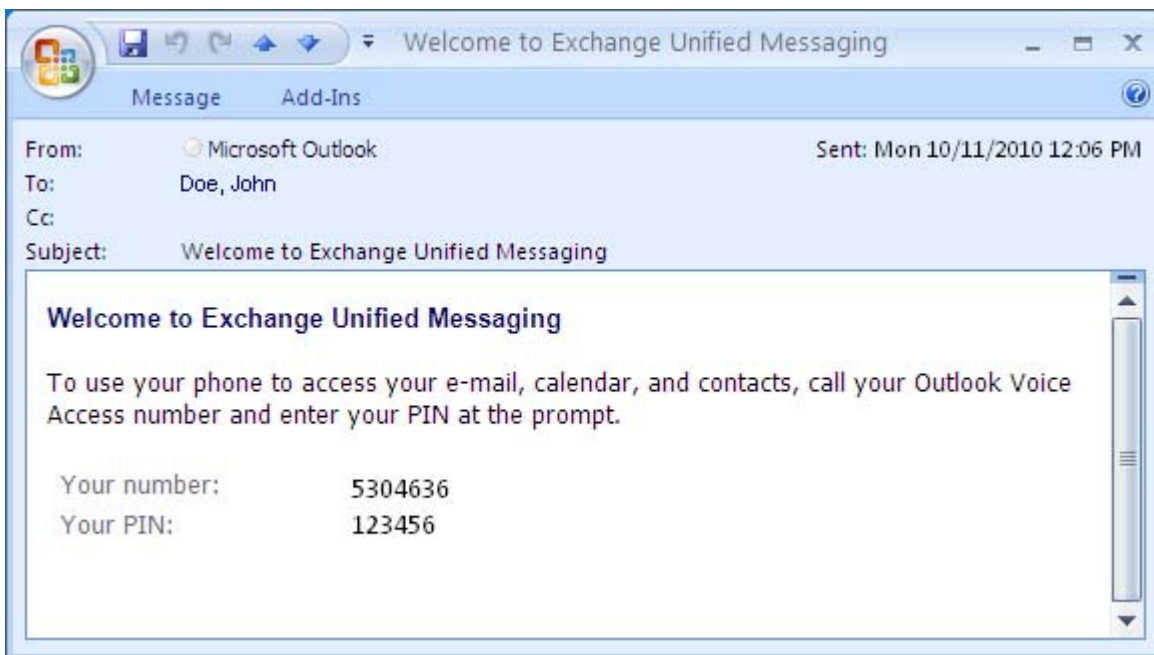
Connecting to the Unified Messaging System

It is important that you complete all five steps in this tutorial or you might not receive voicemail messages correctly. First, you will need to connect to the system using the PIN you were sent.

1. Using any main campus telephone, pick up the handset and call 676-6000. To access from an off-campus phone, be sure to include the area code (419).

2. Enter your PIN followed by the pound (#) key. For example, this tutorial will use the PIN '123456' but of course you will use your own PIN.

3. The first time you connect, you will be asked to change your PIN. Don't forget it! Next, listen for the prompts to record your name and greeting, and when you are done, hang up. Your voicemail is ready! You can return to the messaging system at any time by repeating steps 1 – 2 to access your email, voicemail messages, calendar, contacts, and other options.

Setting Up Call Forwarding to Your Voicemail

4. **"Forward When Busy"**
   This feature sends callers to your voicemail when your line is busy. First, you must **cancel your previous "forward when busy" number**. If you don't, these calls won't go to voicemail. Pick up your phone's handset, press the pound (#) key, then two (2), and hang up.

   # 2 (ABC)

   Now you are ready to **set up your "forward when busy"** option. Just pick up your phone's handset and press the star (*) key, then the two (2) key, then press 677 and the last four digits of your telephone number, and then hang up.

   * 2 6 7 7 ? ? ? ?

   Your extension

5. **"Forward When No Answer"**
   This feature sends callers to your voicemail when your line is not answered. First, you must **cancel your previous "forward when no answer" number** by picking up your handset and pressing the pound (#) key, then the eight (8) key. Then hang up.

   # 8 (TUV)

   Now you are ready to **set up your "forward no answer"** option. Just pick up your phone's handset and press the star (*) key, then the eight (8) key, then press 677 and the last four digits of your telephone number, and then hang up. You are all set!

   * 8 6 7 7 ? ? ? ?

   Your extension
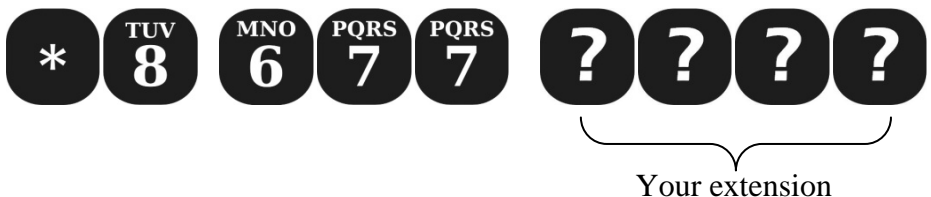
Other Helpful Tips
- To access the Unified Messaging System from any phone on main campus, call 676-6000. To access from off campus, call 419-676-6000.
- To access the system from an off-campus phone, call your desk telephone number, listen for your greeting, and then press the star (*) key and enter your PIN.
- To manage your Unified Messaging account via the computer, go to https://email.utoledo.edu and log into your email using your UTAD credentials. From the Options menu choose "See all options", then "Phone."