UNIFIED MESSAGING
Quick Reference Guide
CRICOS No. 00213J
Information Technology Services February 2014 V2

QUT’s Unified Messaging system allows you to receive voice mail messages and missed call notifications by email, and to access and manage your voice mail, email and calendar using a phone from anywhere in the world. Submit a Telephone Work Request via www.itrequests.qut.edu.au to access this service.

Accessing Unified Messaging

You can access QUT’s Unified Messaging system using a telephone or mobile phone, Microsoft Outlook or Internet Explorer (outlook.qut.edu.au). You need to know your office telephone extension number (five digits) and your PIN (four digits), which is initially provided in a Welcome to Unified Messaging email.

From your own extension...
1. Dial 84444 or **
2. Enter your PIN (four digits), followed by #

From another extension...
1. Dial 84444 or **
2. Dial * followed by your extension number (five digits)
3. Enter your PIN (four digits), followed by #

From outside QUT...
1. Dial (+61 7) 3138 4444
2. Enter your extension number (five digits)
3. Enter your PIN (four digits), followed by #

Selecting Voice/Touchtone Navigation

You can navigate the Unified Messaging system by using voice commands or the telephone keypad (touchtone). Voice commands is the default option.

Changing from Voice to Touchtone
1. Dial 84444 or **
2. Say “Personal Options”
3. Dial 4 to select the Touchtone Interface

Changing from Touchtone to Voice
1. Dial 84444 or **
2. Dial 6 for Personal Options
3. Dial 4 to select the Voice Interface

Diverting calls to Unified Messaging

You can divert calls from your office telephone to the Unified Messaging system. Diverting calls to Unified Messaging when your office telephone is busy/not answered is the default/initial setting.

When you wish to... Dial...

Divert ALL calls to Unified Messaging
Your office telephone will not ring and the red Messaging Key on the handset will not flash, and ALL calls will be automatically diverted to your email INBOX.

**52 84444 or **52**

Turn off ALL call diversion to Unified Messaging
Your office telephone will always ring, and no calls will be diverted to your email INBOX.

**53

Divert calls to Unified Messaging only when your office telephone is busy/not answered

**54 84444 or **54**

Resetting your PIN

If you enter the wrong PIN more than three(3) times your current PIN will be automatically reset and a new PIN will be emailed to you. The first time you use the new PIN you will be advised that this PIN has expired and you will be prompted to change it.

Resetting your PIN using your telephone
1. Dial 84444 or ** to access your Voice Mail
2. From the main menu...

<table>
<thead>
<tr>
<th>Voice Interface</th>
<th>Touchtone Interface</th>
</tr>
</thead>
<tbody>
<tr>
<td>Say “Personal Options”</td>
<td>Dial 6</td>
</tr>
<tr>
<td>Say “Next Message”</td>
<td>Dial #</td>
</tr>
</tbody>
</table>

Listening to a voice mail message in Microsoft Outlook

1. To hear your message:
   - Click the Play button to hear your message via your computer, OR
   - Click the Play on Phone button to hear your message via your telephone extension, OR
   - Click the Play button on the Media Bar to hear your message via your computer’s speakers

   Note: All voice mail messages are recorded and attached in a WAV file format.

2. Click the Edit Notes button, and type in any text relevant to the voice mail message, and then click Save.

   Note: You can use Outlook Search to search for Notes associated with any voice mail messages in Microsoft Outlook.

Listening to Voice Mails using your Telephone

You can use the Unified Messaging system to listen to your voice mail messages from any telephone or mobile phone.

1. Dial ** (from your office telephone) OR
   Dial 84444 (from another QUT extension) OR
   Dial (+61 7) 3138 4444 (from outside QUT)

2. From the main menu...

<table>
<thead>
<tr>
<th>Voice Interface</th>
<th>Touchtone Interface</th>
</tr>
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<tbody>
<tr>
<td>Say “Voice Mail”</td>
<td>Dial 1</td>
</tr>
</tbody>
</table>

   The Unified Messaging system plays the time of the message, the message contents, and notes if a message is marked urgent.

3. To listen to the next message:

<table>
<thead>
<tr>
<th>Voice Interface</th>
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<tbody>
<tr>
<td>Say “Next Message”</td>
<td>Dial #</td>
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Contact the IT Helpdesk on +61 7 3138 4000 or www.ithelpdesk.qut.edu.au
Voice Mail Greetings

You can use your telephone or mobile phone to change your greetings at any time. You can:
• Record your Name in your own voice to be played to anyone leaving a message for you
• Record a Personal Greeting that is played to callers
• Record a different message for when you are Out of the Office.

Recording your Name

It is highly recommended that you record your name yourself, as it is played as part of your greeting to callers.
1. Dial 84444 or * * * to access your Voice Mail
2. From the main menu...

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3. Dial 2 to record your Greeting
4. Dial 3 to select Record your Name
5. Dial 1 to begin recording your greeting
6. Record your Name and dial # when finished
7. Your Name will be replayed
8. After recording your Name:
   • Dial 1 to Accept OR
   • Dial 2 to Re-record OR
   • Dial * to Cancel and use the default pronunciation provided by the Unified Messaging system
9. Dial * * * to return to the main menu, after accepting your recording.

Recording your Personal Greeting

When your telephone extension is busy or there is no answer, your Personal Greeting message will be played. You can record a Personal Greeting or use the standard greeting that uses your name.
1. Dial 84444 or * * * to access your Voice Mail
2. From the main menu...

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<td>Dial 6</td>
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3. Dial 2 to record your Greeting
4. Dial 1 to select Record your Personal Greeting
5. Dial 1 to begin recording your Personal Greeting
6. Record your Personal Greeting and dial # when finished
7. Your Personal Greeting will be replayed
8. After recording your Personal Greeting:
   • Dial 1 to Accept OR
   • Dial 2 to Re-record OR
   • Dial 3 to use the default Out of Office Greeting provided by the Unified Messaging system OR
   • Dial * to Cancel
9. Dial * * * to return to the main menu, after accepting your recording.

Out of Office Greeting

The Out of Office Voice Mail Greeting is a temporary greeting for when you are out of the office for a predetermined amount of time (e.g. on Leave). You can record a personal greeting or use the standard Out of Office greeting that uses your name.

Recording your Out of Office Greeting using the telephone
1. Dial 84444 or * * * to access your Voice Mail
2. From the main menu...

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</table>

3. Dial 2 to record your Greeting
4. Dial 2 to select Out of Office Message
5. Dial 1 to begin recording your greeting
6. Record your Out of Office Greeting and dial # when finished
7. Your Out of Office Greeting will be replayed. After recording your Out of Office Greeting:
   • Dial 1 to Accept OR
   • Dial 2 to Re-record OR
   • Dial 3 to use the default Out of Office Greeting provided by the Unified Messaging system
   • Dial * to Cancel
8. Dial * * * to return to the main menu, once you have accepted your recording.

Out of Office Greeting

Turning ON your Out of Office Greeting & Out of Office Email Reply using your telephone
1. Dial 84444 or * * * to access your Voice Mail
2. From the main menu...

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3. Dial 1 to turn ON your Out of Office Greeting
   If you have already recorded an Out of Office greeting, then your greeting will play. If you have not already recorded an Out of Office greeting, then Dial 1 to record one now:
   • Dial 1 to Accept OR
   • Dial 2 to Re-record OR
   • Dial 3 to Delete and use the Unified Messaging system standard
greeting
4. If you do not already have your e-mail Out of Office Reply turned ON, you will be asked if you wish to also start sending Out of Office e-mail replies:
   • Dial 1 to turn it ON, OR
   • Dial * if you want to leave it OFF and return to the Personal Options menu

Turning OFF your Out of Office Greeting & Out of Office Email Reply using your telephone
1. Dial 84444 or * * * to access your Voice Mail
2. From the main menu...

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3. Dial 1 to turn OFF your Out of Office Greeting
   If you also have your email Out of Office reply turned ON, you will be asked if you want to turn this OFF as well. If you do not already have your e-mail Out of Office Reply turned ON, then you will return to the Personal Options menu. If your email Out of Office Reply is ON:
   • Dial 1 to turn it OFF, OR
   • Dial * if you want to leave it ON and return to the Personal Options menu

Note: If you have chosen to divert your calls, you must also cancel diverting calls to return your telephone to its original state.

Turning ON your Out of Office Greeting using Outlook
1. Login to Outlook
2. Select Options from the Tools menu.
3. Click the Voice Mail tab.
4. In the Voice Mail section, under Choose the greeting played to callers, choose the appropriate voice mail greeting:
   • Voicemail Greeting OR
   • Out of Office Voice Mail Greeting

Note: When Voice Mail is turned ON, your telephone will ring six (6) times before proceeding to Voice Mail - even if the Out of Office setting is selected.

Turning ON your Out of Office Greeting using Internet Explorer
1. Login to Outlook Web Access (outlook.qut.edu.au)
2. Click Options in the top right corner of the OWA window.
3. Click the Voice Mail tab in the Options menu.
4. Select Play Out of Office voice mail greeting to callers and click Save.

After six(6) unanswered rings, incoming callers will be diverted to your voice mail.

Missed Call Notifications

If a caller does not leave a voice message you will receive a Missed Call Notification email message in your email INBOX.

Cancelling Missed Call Notifications using Microsoft Outlook
1. Login to Microsoft Outlook
2. Select Options from the Tools menu.
3. Click the Voice Mail tab
4. Uncheck the Send an e-mail message to my Inbox when I miss a phone call check box.

Cancelling Missed Call Notifications using Internet Explorer
1. Login to Outlook Web Access (outlook.qut.edu.au)
2. Click Options in the top right corner of the OWA window
3. Click the Voice Mail tab in the Options menu
4. Uncheck the Send an e-mail message to my Inbox when I miss a phone call check box and click Save.

Contact the IT Helpdesk on +61 7 3138 4000 or www.ithelpdesk.qut.edu.au