

To	Say	Press
Flag For Follow-Up	"Flag For Follow-Up"	44
Envelope Information	"Read the Header"	5
Forward	"Faster"	6
Delete	"Delete"	7
Undo Delete	---	*7
Reply	"Reply"	8
Reply All	"Reply All"	88
Mark As Unread	"Mark as Unread"	9
Main Menu	"Main Menu"	*

Calendar Command List (Voice command or touchtone)

TO	Say	Press
Access today's calendar	"Today's Calendar"	
Calendar for a specific day	"Calendar for January 1"	
Next Meeting	"Next Meeting"	#
Next Day	"Next Day"	##
Repeat	"Repeat Menu"	0
More Options	"More Options"	00
Replay	"Replay"	1
Previous Meeting	"Previous Meeting"	11
Call Location	"Call Location"	2
Call Organizer	"Call Organizer"	22
I'll be Late	"I'll Be Late"	3
Accept Meeting	"Accept "/"Tentative Accept"	4
Meeting Details	"Meeting Details"	5
Attendance Details	"Attendance Details"	55
Forward	"Forward"	6
Decline/Cancel Meeting	"Decline"/"Cancel Meeting"	7
Clear Calendar	"Clear My Calendar"	77
Reply	"Reply"	8
Reply All	"Reply All"	88
Main Menu	"Main Menu"	*

For Further Assistance Contact:

Technology Systems HelpDesk @ 718.982.HELP (4357)
 Detailed Instructions & Video & Audio Tutorials can be found at:
www.csi.cuny.edu/technologysystems/unifiedmessaging/

Unified Messaging Quick Reference Guide

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.

Getting Started with Unified Messaging

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*.
2. *Enter* your temporary PIN (received in your welcome email) and press the # key.
3. *Create* a new PIN. It must contain only numbers, must be at least 6 numbers long, cannot be the same as your extension, and must be complex.
4. Verify the new PIN. Re-enter the PIN and press the # key.
5. Enter the menu system and select an option.

Resetting Your Pin

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

1. Open the Outlook Web App (OWA) at <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...**
 1. *Click* **Yes** to confirm.
 2. Once the PIN is reset, a temporary PIN will be emailed to the user.
 - a. From your office 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. It must contain only numbers, be at least 6 numbers long, cannot be the same as your extension, and must be complex.
 - d. Verify the new PIN. Re-enter the PIN and press the # key.

- e. Enter the menu system and select an option.

Recording Your Name & Creating a Personalized Greeting

From your office phone *dial 2700*. The system will recognize your extension*.

1. Enter your PIN and the # key.
2. You will have the option to speak the commands or use the keypad (touch-tone interface). To use the touch-tone interface press **0**.
3. 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.

*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.

Mail Menu Command List (Voice command or touchtone)

To	Say	Press
Listen to Voice Messages	Voicemail	1
Listen to Email Messages	Email	2
To hear our calendar options	Calendar	3
To find a contact	Personal Contacts or Directory	4
To create a voice message		5
To change your personal options	Personal Options	6
Repeat Menu		0

Personal Options Command List (Touchtone/key pad only)

To	Press
Repeat Menu	0
Turn Out of Office Greeting On/Off	1
Record Greetings	2
Change Your Pin	3
Change to Voiced/Touchtone Interface	4
Change Local Time Zone	5
Change to 12 or 24-Hour Time Format	6
Main Menu	*

Voice Mail Command List (Voice command or touchtone)

To	Say	Press
Next Message	"Next Message"	#
All Menu Options/Repeat Menu	"Repeat Menu"	0
Rewind/Replay	"Rewind"	1
Beginning/Previous	"Previous"	11
Pause (During Message)	"Pause"	2
Call (After Message)	"Call"	2
Fast Forward	"Fast Forward"	3
Skip to End	"End"	33
Slower	"Slow Down"	4
Flag to Follow-Up	"Flag for Follow-Up"	44
Envelope Information	"Play Header"	5
Faster (During Message)	"Faster"	6
Forward (After Message)	"Forward"	6
Delete	"Delete"	7
Reply	"Reply"	8
Mark as Unread	---	9
Main Menu	"Main Menu"	*

Email Command List (Voice command or touchtone)

To	Say	Press
Next Message	"Next Message"	#
Next Unread Message	"Next Unread"	##
All Menu Options/Repeat Menu	"Repeat Menu"	0
Rewind/Replay	"Rewind"	1
Beginning/Previous	"Previous"	11
Pause (During Message)	"Pause"	2
Call (After Message)	"Call Sender"	2
Fast Forward	"Fast Forward"	3
Slower (During Message)	"Slow Down"	4
Accept (After Message)	"Accept"	4