

Unified Messaging Frequently Ask Questions FAQ's

Written by: LITS Messaging Team

Unified Messaging users can find answers to common questions:

- **Who can I call to get help with voice mail or to reset my pin?**

For help with voice mail please call the University Service Desk at 404-727-7777. Select Option 4, then Option 2 for password reset.

- **What is Unified Messaging?**

Unified Messaging or (UM) is the handling of voice, fax, and regular text messages as objects in a single mailbox interface that a user can access either with a regular e-mail client or by telephone. PC user can open and play back voice messages, assuming their PC's have multimedia capabilities. Fax images can be saved or printed. A user can access the same mailbox by telephone. In this case, ordinary e-mail notes in text are converted into audio files and replayed for the user.

Unified Messaging is particularly convenient for mobile business users because it allows them to reach colleagues and customers through a PC or telephone, whichever happens to be available. Some services offer worldwide telephone access.

- **Do I need to have an Exchange account for voice mail?**

Yes, you must have an Exchange account to access your voice mail

- **How do I set up my initial pin for my voice mail?**

Call 404-778-7300 and follow the system prompts, or you can use OWA to reset your pin. To find instructions on resetting your pin, refer to the "UM-Reset Pin Instructions" in Service-now.

- **How do I record my greeting?**

Call 404-778-7300, enter your extension and pin when prompted. Select "Personal Options" and follow the system prompts to record your greeting, or you can use OWA to manage your greeting. For instructions on doing this in OWA, refer to the article in Service-now. Please use Article [KB02025](#) for On Premise and 0365 Users here [0365 Voicemail Greeting](#).

- **How do I record an out-of-office message for my voice mail?**

If you are an Office 365 user with Voicemail, please call 404.727.7100 to access all voicemail options including greetings. For instructions on doing this in OWA refer to the "[0365 Voicemail Greeting](#)" knowledge article in Service-now.

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- **If my smartphone is synchronized with my Emory Exchange account, can I listen to voice mail messages located in my mailbox?**

Yes

- **Can I manage my UM voice mail thru other mail clients outside of Outlook Web Access (i.e. Outlook, Entourage, etc.)?**

No. Users can only modify their UM voice mail features via phone (404-778-7300) or Outlook Web Access.

- **Can I send/receive faxes?**

Yes, if you have a fax number assigned to your account, you will be able to fax directly from your email. You will also receive faxes in your email.

- **Why can't I access my voice mail?**

Make sure you are dialing the correct access number (404) 778-7300 and entering the correct pin code.

- **Why is my message lamp still on, when I have no new messages?**

There is sometimes a short delay to turn off the message lamp during peak usage. You may have a new message that you overlooked. In Outlook Web Access (OWA), open Search Folders, then voice Mail folder. Look for any message headers that are still in bold.

- **May I use a previous pin?**

No

- **If I experience issues beyond the FAQs mentioned above, who should I contact?**

Please call the University Service Desk at 404-727-7777.