

## Voice Mail in Exchange 2016 - Q&A

### **Do I have to forward my telephone to 38880 after when I am using rules?**

Yes, the phone has to be diverted to 38880 in any case. Otherwise, the calls do not reach the voicemail system.

**I have the UM service configured, unfortunately, upon repeated ringing the call is not diverted to the UM service. If I activate call forwarding, my phone does not ring at all but forwards all calls immediately to the UM service.**

There are several possibilities for call diversion on the Siemens phones:

- Standard: all calls are forwarded directly to the answering machine, phone doesn't ring
- Busy: calls are forwarded when the line is busy, phone does not ring.
- Missed calls: calls are forwarded when not answered after 40 seconds.

How to configure the call diversion depends on the model of your Siemens telephone set. Manuals for all the ETHZ current models can be found on the Informatik Dienste site, in the Telephony section.

### **How can I reset my PIN?**

You can request a new PIN so:

1. Open a browser, go to "<https://mail.ethz.ch/owa>" and log in with your mail credentials.
2. Click on "Options" on the upper right side and go to the "See All Options ..."
3. Select the tab "phone"
4. Click on the text "Reset my voice mail PIN..."
5. Your new PIN will be sent to you via email.
6. This PIN is only a temporary one that enables you to set up a definitive one using your phone.
7. Call now the number 38880 and give the PIN you received in the email. You will be informed that the PIN is expired and guides you to configure your new definitive PIN.
8. You will have to enter the new PIN twice and confirm it.
9. Your PIN is now changed.

### **How can I set a custom PIN?**

You can set a custom PIN so:

1. Call the number 38880 in your telephone.
2. Enter your PIN
3. Say "personal options"
4. Press "3" and follow the instructions.
5. You will have to enter your PIN twice and confirm it.
6. Your PIN is now changed.

### **How can I delete my greetings using my telephone set?**

1. Call 38880
2. Identify yourself with your PIN
3. Say "Personal Options"
4. Press 2
5. Press 1, 2 or 3 (depending on the greeting you want to delete)
6. The current greeting will be played
7. Press 3 to delete it

### **How can I change my greetings using my telephone set?**

1. Call 38880
2. Identify yourself with your PIN
3. Say "Personal Options"
4. Press 2
5. Press 1, 2 or 3 (depending on the greeting you want to delete)
6. The current greeting will be played
7. Press 2 to change it and follow instructions

### **Is it possible to configure my greetings using a telephone outside the ETH?**

Yes, you can configure the two basic greetings (personal greeting and long absence greeting) using any telephone, even from outside ETH premises. In this case, instead of the UM extension number (38880) you have to call +41 44 63 38880.

Greetings associated to rules can only be changed using an ETH telephone and starting the call from the Web Mail interface.

### **Is it possible to have more than two greetings in UM?**

Yes. It is possible to define two different greetings using only the telephone set. A general-purpose text and a second one for the long absences. This second text is active when the

"telephone greeting that lets the people know that you are away" under the "Personal Options" in your telephone is registered and enabled.

Using the web mail interface and an ETH internal telephone, it is possible to define multiple rules and greetings.

### **How do I change the default language on my answering machine?**

The standard/default language of this service is English.

The language the user hears after voice-mail is enabled on their own telephone set depends on their mailbox's language. If the mailbox is configured in German, the statements come in German, is configured in English, then they come in English.

Available languages are: German, English, French and Italian. With any other languages, the default language (English) will be used.

### **My mailbox is in German but the caller hears a statement in English after my greeting. How So?**

For standard greetings (no rules) the system automatically adds an additional message after the user prompt ("Please leave a message after the tone."). It is not possible to disable this message.

### **Provides voice-mail a default greeting in German?**

No. The standard/default language of this service is English.

### **How do I configure a rule that is only active outside my working hours?**

1. Configure the working hours in your calendar 2.

Set a rule for times outside your working hours

### **Can I configure rules "in stock"?**

Yes, rules can be enabled or disabled using the check box under the column "Enabled" accordingly.

### **Is it possible to prevent the caller to leave a message?**

This sort of rules have to be defined in the Voice Mail server directly. Please contact the Service-Desk to request them.

### **I receive a notification mail every time I miss a call, even when the caller does not leave a voice message. Is it possible to deactivate those notification mails?**

Yes, you can deactivate this function in the "Notifications" panel in the Voice Mail configuration page in OWA (Options -> General -> Voice mail -> Notifications).

### **My phone number does not start with 044-63xxxxx. When I call or forward to the extension 38880 I hear an error message.**

External telephone numbers require special configuration because they will have to be routed. Please use for configuration and forward purposes the phone number 044 633 88 80 (with front-0 if required by your system)

### **Why are the Voice Messages no longer signaled by the light on my telephone?**

For missed calls, you will receive an e-mail. If your caller left a voice message, an MP3 file will be attached to the mail.

The light on the telephone has now a different function: it will go on if the caller hanged up before the telephone diversion to the voice mail server kicked-on.

### **Why is it that in some missed calls notifications the caller's mail address can be displayed but not in others - although the persons concerned are all working at the ETH?**

The phone system sends the voice-mail server the caller's telephone number as the incoming call identification. If this number is found in the Exchange Address Book or your personal contacts and it associated to a single person, the information found about the caller is added to the Notification. If this is not possible, the information provided by the telephone system is provided as-is in the notification.

### **My telephone number changed. How do I change it in my Voice-Mail service?**

You have to activate the old number and activate the new number for the Voice-Mail service so:

1. Open the website "<http://www.password.ethz.ch>" in your browser and log in.
2. Go to "meine Service" and click on "Phone".
3. Old and new numbers should be registered in the table "Rufnummern-Übersicht".
4. Click on the button "Voice-Mail deaktivieren" by the old telephone number to deactivate the Voice-Mail for that number.
5. Click on the button "Voice-Mail aktivieren" by the new telephone number to activate the Voice-Mail for that number.

If you do not see the new number in the table, you can still register it by clicking on the blue text "beliebige Telefonnummer dieser Mailbox zuweisen..." and following instructions. Once the new number is registered in the table, continue as described in point 5 above.

*Update: Zurich, 31 Oktober 2018*