

Managing Voicemail



Entering the System

- From your office phone
Press softkey Messages or call 28689
Enter your password
- From other than your office phone
Call 2328689 on campus call 28688
Enter your mailbox # - 5 digit phone number
Enter your password
- Dial your phone number, when asked to leave a message press *
Enter your password

Reviewing

1

Listen to Messages

During Message	
Rewind by 3 seconds	*
Fast forward by 3 seconds	#
Pause message	0
Halt message and use End of Message options	4

End of Message Options	
Go to first message in current folder	1
Change folders	2
Advanced Options	3
Go to previous message	4
Replay current message	5
Go to new message	6
Delete or undelete message	7
Forward message to another user on the system	8
Save message to a different folder	9
Mailbox options	0

2

Folder Options

Folder Options	
New messages	0
Old messages	1
Work messages	2
Family messages	3
Friends messages	4
Folder 5	5
Folder 6	6
Folder 7	7
Cancel change folders	#
Mailbox options	0

3

Advanced Options

Advanced Options	
Record message & send to caller	1
Call the person that left message	2
Play message envelope	3
Place an outgoing call	4
Replay current message	5
Return to main menu	*

0

Mailbox Options

Mailbox Options	
Record unavailable message	1
Record busy message	2
Record your name	3
Manage temporary greeting	4
Record temporary greeting	1
Erase temporary greeting	2
Change your password	5

Phone Features

Transfer a Call Directly to Voicemail

Step 1	Press Transfer
Step 2	Dial *2XXXX (2XXXX is the user's 5-digit extension)
Step 3	Press Transfer

Group Call Pickup

Step 1	Dial *8
*note	Call pickup groups need are setup by ITS on request

Directed Call Pickup

To pick up a specific phone that is ringing in your area	
Step 1	Dial **2XXXX, where 2XXXX is the ringing phone's 5-digit extension