

# UNI Voicemail

## Quick Reference Guide



# UNIVOICEMAIL)))

User Extension: \_\_\_\_\_

User Mailbox: \_\_\_\_\_

User Name: \_\_\_\_\_

### Welcome

Congratulations! You have a new voice mailbox on the UNI Voicemail system which allows you to effectively handle calls and messages quickly and efficiently with e-mail notifications. You can access your voice messages from your phone or web browser, 24 hours a day.

### Things you need to know about the new UNI Voicemail system:

1. You will need to record your personal greetings
2. Your 1<sup>st</sup> time password is \*\*\*\*\*

### Getting Started – The Tutorial

The first time you call into your mailbox, you will be greeted with a tutorial. This will walk you, step-by-step, Through setting up a password, recording your greetings, Recording your name.

If you accidentally exit from the tutorial and need to go through it again, simply the Computer Consulting Center @ x3-5555 to activate it for you again.

### Accessing Your Mailbox

Many of the features in UNI Voicemail system require you to access your mailbox. This can be done on your phone or by the Web interface @ voicemail.uni.edu.

**Dial the UNI voicemail system:** From inside: x3-7600

From outside: **(319) 273-7600**

#### From your own phone:

- Dial x37600 (*wait for voicemail to answer*)
- Enter your password
- You are now at the Main Menu.

#### From another phone:

- Dial x37600
- Press \*
- Enter your mailbox number.
- Enter your password.
- You are now at the Main Menu.

#### From outside the office:

- Dial (319) 273-7600
- Enter mailbox number
- Enter your password
- You are placed at the Main Menu

### Exiting your Mailbox Anytime, Anywhere

To exit from your mailbox completely, simply hang up.

#### Transfer Callers to Voicemail:

- Press transfer button; get dial tone
- Dial x40000; wait for prompt; dial mailbox you wish to transfer to.
- Press complete.

#### To change your Personal Greeting:

- Press **(3)** for greeting options
- Press **(1)** to record personal greeting
- Press **(2)** to record Greeting
- Press **(#)** when finished
- Press **(1)** to save your Greeting

#### To change your Location Greeting:

- Press **(3)** for greeting options
- Press the number of message you want to record.
- Press **(2)** to record Greeting
- Press **(#)** when finished
- Press **(1)** to save your Greeting

#### To change your Location

- Press **(3)** for greeting options
- Press **(3)** for change location
- Press the number for the location message you want to hear.

#### Record your Name in your Mailbox

- Press **(5)** for personal option menu
- Press **(5)** to record name greeting

#### To Change your Personal Password

- Press **(5)** for personal option menu
- Press **(4)** to set a new password
- Enter a 6 to 15 character password then #
- Confirm re-enter password then #

#### Listen to your Messages

- Press **(2)** at the main menu
- Press **(1)** for un-read messages
- Press **(2)** for read messages
- Press **(9)** for all messages

#### After Listening

- Press **(#)** to skip message
- Listen to next message or # to exit



listen to your voicemail message before you delete the corresponding email from your inbox.

tone, I will return your call as soon as possible. Thank you.”

## To Make and Send a Message

- Press **(1)** at main menu
- Enter destination mailbox number
- Confirm
- Press **#**
- Record your message then press **#**
- To send press **#**

## To Send a Message to multiple people

1. Press **(1)** at main menu
2. Enter destination mailbox number
3. Confirm
4. Enter next mailbox number
5. Go to step 3 or **#** when done
6. Record your message then press **#**
7. To send press **#**

## Alternative Method to Send Message (On Campus)

- Dial x40000
- Enter destination mailbox number
- At the tone leave your message

## Voicemail to Email

You can receive your voicemail as email messages, in addition to your phone handset. If you are a web user in the UNI Voicemail system. You will also have a log of incoming, outgoing and missed calls in your email. You can check your messages by simply **view** on the attachment in the email.

- The voicemail emails you keep in your inbox count toward your saved message count. If you never move or delete them, your mailbox will fill up, so please file your messages.
- For security reasons the attachment in your email will never contain your voicemail message; rather a link to the UNI Voicemail system to listen to that message. If the message is deleted from your handset, the email link will stop working.
- When you remove a voicemail from your email inbox, the corresponding voicemail will be deleted from your phone. This email will no longer be available and cannot be un-deleted. Therefore,

## Message Waiting Lamp

The message waiting lamp will blink if:

- Your ringer volume is down to zero and you receive a call.

Your message waiting lamp will activate when you receive a voicemail in your inbox. The lamp can be turned off for several reasons:

- If you listen to the voicemail on your phone.
- If you touch the email notification in any way. (ie. move, delete, or read the email)

## Shortcuts

- Press **(1)** to Bypass greeting
- Press **(3) – (1) – (2) – (#) – (1)** to re-record your (external) personal greeting.
- Press **(3) – (5) – (2) – (#) – (1)** to record your “In Office” greeting.
- Press **(3) – (3) – (1)** to change your location to “In Office” to play the “In Office” greeting.
- Press **(3) – (9) – (2) – (#) – (1)** to record your “Vacation” greeting.
- Press **(3) – (3) – (6)** to change your location to “Vacation” to play the “Vacation” greeting.

## Sample Greeting

### Dated Greeting:

“Thank you for calling **UNI department**, this is **Your Name**. Today, **Day, Date**, I am in the office but unavailable to take your call at this time. If you would please leave a detailed message at the tone. I will return your call as soon as possible. Thank you.”

### Away From Desk:

“Thank you for calling **UNI department**. This is **Your Name**. I’m sorry I’m away from my desk at this time. Please leave a detailed message at the

## Message Playback Options

- Press **(1)** to Pause **(10 sec)**
- Press **(5)** to Rewind **(5 sec)**
- Press **(6)** to Forward **(5 sec)**

## Logout from your IP Phone

- Press the home button
- Scroll down to logout
- Press ok and ok again to confirm

## Login to your IP Phone

- When prompted to login enter your extension number and press ok button
- Enter extension number as password and press ok button.

## Reboot your IP Phone

- Unplug top Ethernet cable and plug it back in.

## System Administrator and Support:

- ITS/US x35555

## Voicemail Retention Time

- 30 days

## To send calls

- To activate press send calls or **\*33**
- To deactivate press send calls or **#33**

## To forward calls

- To activate Press **\*72**; receive dial tone; enter destination extension; receive 3 beep confirmation
- To deactivate press **#72** receive 3 beep confirmation