



Office of
Information Technology

New Voicemail Training Guide

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Set Up and Use Your New Voicemail Box



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WELCOME

Welcome to the new UCI Voicemail system!

SETTING UP YOUR MAILBOX

Before you begin using your new voicemail, you will need to complete a quick and simple setup. This document will guide you through the following steps:

- Changing your security code
- Recording your full name
- Recording your greeting

Please Note: You have to complete the whole setup tutorial (see below), in the same login session, otherwise you have to start from the beginning when you login next time.

To enter the voicemail system for setup:

- Dial **4-8989** from your desk phone.
- Enter the temporary security code **654123**.
- When prompted, enter your new security code (6 to 10 digits) followed by the # sign.
- When prompted, press 2 to record your First and Last Name.
 - 2 to stop recording
 - 5 to save
 - 6 to review
 - 4 to discard and re-record
- When prompted, press 2 to record your Greeting.
 - 2 to stop recording
 - 5 to save
 - 6 to review
 - 4 to discard and re-record

Recommended standard greetings:

"You have reached the voicemail box for [Your Name]. Please leave a brief message and I will return your call as soon as possible. Thank you."

"This is [Your Name] in [Your Department]. Please leave a message with your name and phone number and I will return your call."

When you hear, "Congratulations..." you are ready to begin using the new voicemail system.

LOGGING IN

There are three ways to log in to the voicemail system depending on where you are calling from.

1. From Your Desk

To log in from your desk:

- Dial **4-8989** (or press the lit voicemail button)
- Enter your security code

2. From a co-worker's desk or any other on-campus phone

To login from a campus phone other than your own:

- Dial **4-8989**
- * Press *
- Enter your 5-digit campus extension
- Enter your security code

3. From off-campus

To log in from off-campus:

- Dial **949-824-8989**
- Enter your 5-digit campus extension
- Enter your security code

LOGGING Out

When you are finished with your voicemail session, simply hang up.

DELETED MESSAGES

There are 2 types of deleted messages:

1. Messages you just deleted, during this login session

Please Note! You **CANNOT** retrieve a deleted message once you EXIT the voicemail system and login again. You can only retrieve a deleted message during the same login session that you deleted the message. Please use caution when deleting messages.

To retrieve the deleted message during the SAME login session, **press 7 to retrieve the deleted message, then press 4 to recover the message**. Again, this must occur during the same login session.

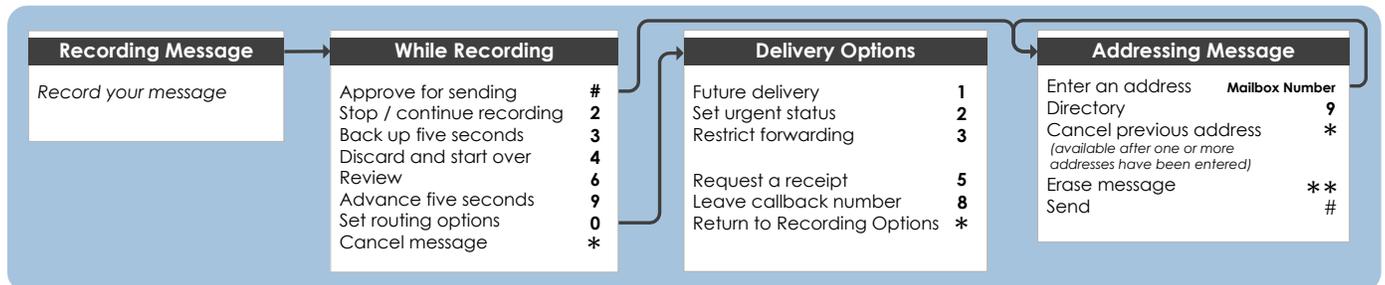
Once you hang up, all deleted messages will be deleted **permanently**.

2. Previously saved messages

Messages you have saved are purged after 60 days. You will hear a reminder message 48 hours before the purge date stating that your saved message will be deleted. If you listen to your saved message again, you get another 60 days.

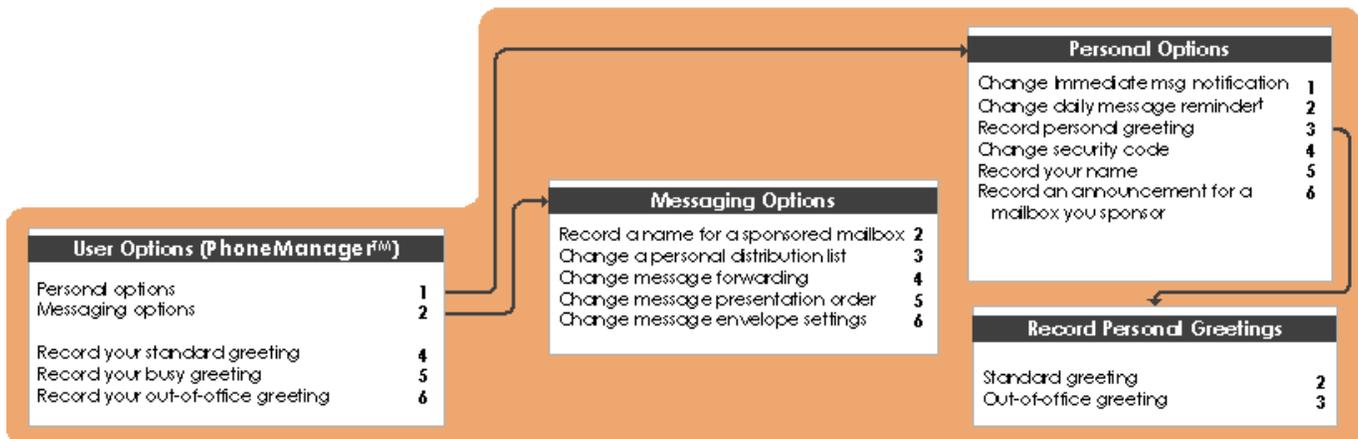
SENDING MESSAGES

When you send a message, you record a message first and then deliver it to one or multiple mailboxes simultaneously. To send a message, login to your mailbox and press 2. All available commands are shown below.



MAILBOX OPTIONS

Some of the common mailbox options are recording your name, your greeting or changing your security code. To access Mailbox Options, login to your mailbox and press 3. All available commands are shown below.



PERSONAL ASSISTANT

Allows a caller to press 0 during the subscriber's personal greeting if the line is busy or ring-no-answer and can be transferred to the subscriber's personal assistant, which could be an administrative support person or colleague.

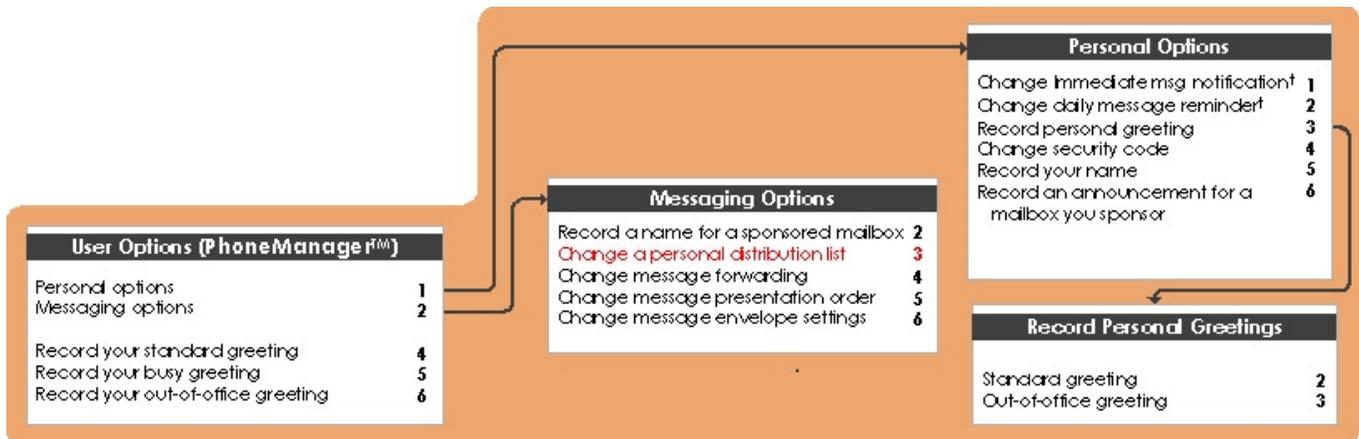
*** OIT programmers must enable/create a personal assistant for you. Simply submit a Service Request Form (SRF) and provide the 5-digit extension number of your personal assistant. There is no charge for this programming. Once the Personal Assistant is set up, be sure to state in your recorded greeting that callers can press zero to be transferred:

"You have reached the voicemail box for [Your Name]. Please leave a brief message and I will return your call as soon as possible. If you would like to reach [my assistant] or [another member of our staff], press 0 and you will be transferred. Thank you."

DISTRIBUTION LIST

The Distribution List mailbox allows you to route messages to groups of subscribers. For example, a Distribution List mailbox can contain the mailbox numbers for all the subscribers in a particular department or for everyone assigned to a project.

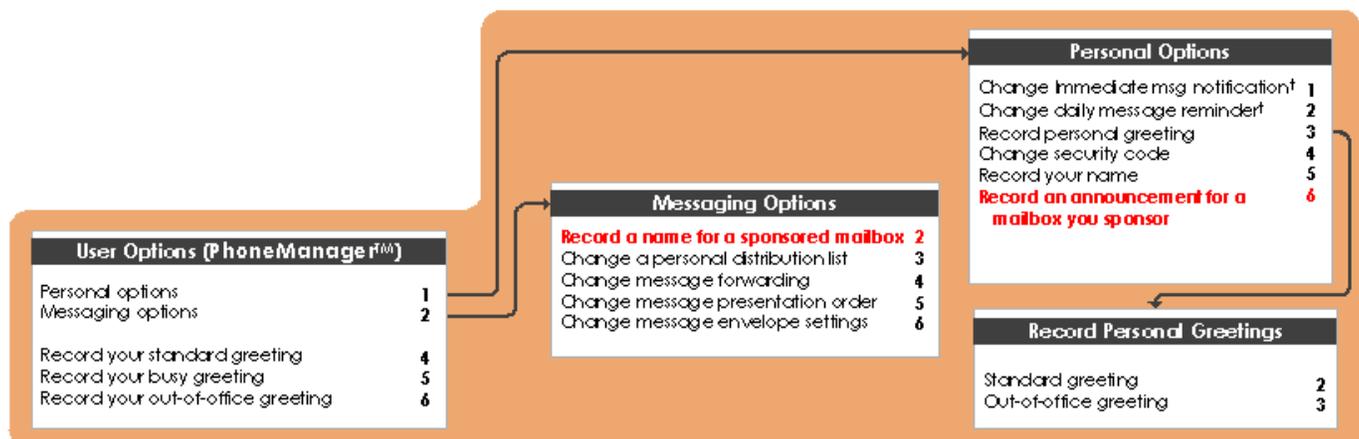
*** OIT programmers must enable/create a Distribution List for you. Simply submit a Service Request Form (SRF). There is no charge for this programming. Once the Distribution List is available, you can manage it through the Phone Manager menu, which is option 3 from the main menu.



SPONSORING A MAILBOX

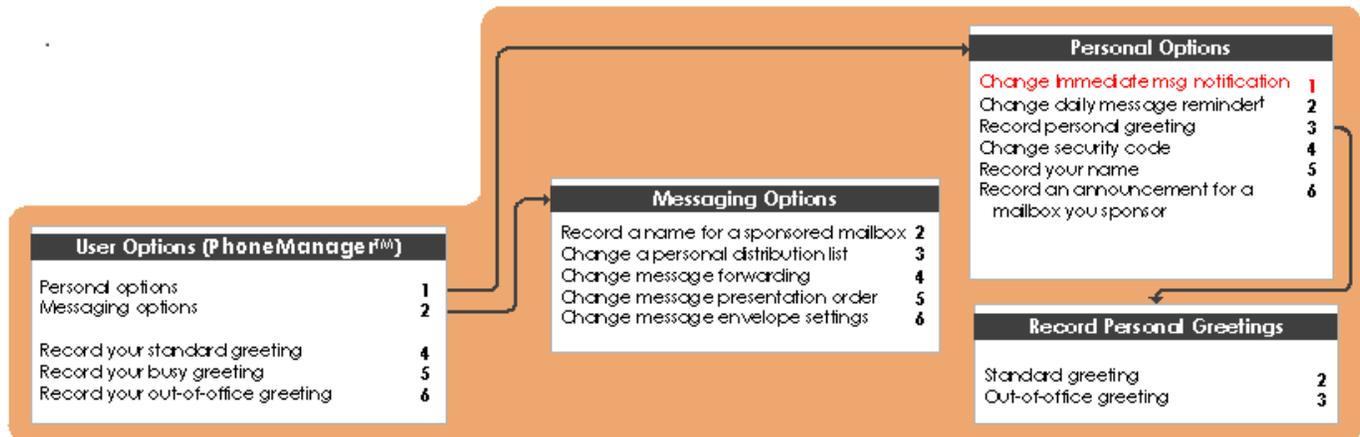
For Auto Attendant (Phone Tree) Mailboxes, a Sponsor is required. The sponsor is responsible for recording the name of the mailbox and the mailbox announcement/greeting.

*** OIT programmers must enable the ability to sponsor a mailbox for you. Simply submit a Service Request Form (SRF). There is no charge for this programming. Once you are a Mailbox Sponsor, you can manage that mailbox through the Phone Manager menu, which is option 3 from the main menu.



Immediate Message Notification:

Immediate Message Notification is a feature that calls your mobile phone or pager when you get a new voicemail. You can manage it in the Phone Manager menu, which is option 3 from the main menu.



To Edit Your Immediate Message Notification:

Call Voicemail, enter your security code, then press 3, 1, 1

You will hear: "Message Notification is disabled". To edit your message notification setup press 3 and follow the voice prompts to go through all of the set-up options:

- To limit message notification to Urgent messages only press 1 otherwise press 9
 - (Options: Urgent messages only (1) or all messages (9))
- To limit message notification from a specific mailbox, press 1 otherwise press 9
 - If 1 selected (Input: 5-digit extension of the specific mailbox)
- To limit message notification to a specific type, press 1 otherwise press 9 (all types are selected)
 - If 1 selected (Selection: Voice, Fax or Email)
- To limit message notification to specific hours of the day, press 1 otherwise press 9 (all hours in the day selected)
 - If 1 selected (input start time and stop time)
- To limit message notification to specific days of the week, press 1 otherwise press 9 (all days in the week selected)
 - If 1 selected (Input one day at the time: 1 for Monday, 2 for Tuesday ... 7 for Sunday). When done press 9. Example: Press 1,2,3,4,5 for weekday notification
- Enter maximum number of times to traverse your personal call list followed by # key (This will be the number of attempts to deliver the message notification)
 - Enter number of times to go through the call list if no answer
- To add an entry press 1
 - Enter phone number (Note: no preceding 9 is needed)
 - Enter the pager type (if no pager press 9)
 - Enter minutes to wait until next entry in the call list is used followed by # key
- Press * when done