



Voicemail

Basic

Training

Guide



Welcome to UCI Voicemail!

The purpose of this document is to familiarize new users with the UCI Voicemail system. The following pages are designed to introduce subscribers to basic Voicemail features.

OUTLINE

How to Enter
How to Record Greeting
How to Listen to Messages
How to Send Messages
How to Program an Attendant
Miscellaneous Information & Tips
Telephone Features & Common Terms
Flow Chart

HOW DO I BEGIN ??

TO ENTER THE VOICEMAIL SYSTEM

- From on-campus dial **4-8989**. From off-campus dial **(949) 824-8989**.
 - When accessing Voicemail from a multi-line telephone you may press the Voicemail button if the light is blinking indicating a message is waiting.
 - If your message waiting light is not blinking, you **must** dial **4-8989**.
 - If you have a single line phone, your dial tone will be broken to indicate a message is waiting. Message waiting dial tone does **NOT** prevent you from placing a call or using your phone in any manner.
- From **YOUR** telephone enter your **PASSCODE** , then press #.
 - If you are calling from a telephone number other than your own extension, do not enter a passcode. Enter * and follow the instructions.
 - When calling from off-campus, you must enter your mailbox number and passcode.
- Upon entering the system for the first time, your passcode is the default passcode **654123**
 - Listen to the tutorial and change the passcode according to the instructions. **Please note that your passcode cannot be or include your 5 digit extension number.**
 - To initialize your mailbox you will be prompted to record your **name** and your **personal greeting**. **You must record both to complete mail box set up.**
 - **Please Note:** If you do not record your name the callers will hear a Text to Speech version of your name. We highly recommend that you record your name.

You are now ready to begin using Voicemail!

HOW TO EXIT

To exit Voicemail press the * key until you hear the system say “Good-bye” or Hang-up.

GREETINGS

PERSONAL, OUT OF OFFICE, and SYSTEM are the three types of greetings callers may hear when they reach your mailbox.

Your PERSONAL greeting is information you record to let callers know why you are unable to answer your phone.

The OUT OF OFFICE greeting allows you to leave special instructions for your callers, for example when you are on vacation or out of the office. When the instructions are no longer needed you can reactivate your PERSONAL greeting.

You can change both your PERSONAL and OUT OF OFFICE greetings at any time. Recording an OUT OF OFFICE greeting does not change your PERSONAL greeting.

The SYSTEM greeting, which is the default greeting, states “Please leave your message after the tone”.

HOW TO REVIEW AND/OR CHANGE YOUR GREETING

- Dial Voicemail, enter passcode then press #.
If calling from an extension other than your own, enter * and follow the instructions
- The system will place you at the Main Menu.
 - Press **0** for more options.
 - Press **4** at the main menu for greetings.
 - Press **2** at the greeting menu.
You will hear your current greeting played to you by the system.
 - To continue to play current greeting press # or, to change:
 - Press **1** to leave a personal greeting or
 - Press **2** to leave an out of office greeting or
 - Press **3** to use the system greeting.
 - Press **5** and begin recording after the tone, when finished press #.
You will hear the greeting played back to you.
If the greeting is okay press # or to re-record press **5**.
 - To exit press the * key until you hear the Voicemail system say “Good-bye” or Hang-up.

SAMPLE GREETING:

“Hello, you have reached the mailbox for (name, dept,) I’m sorry I am unable to take your call. Please leave a detailed message including your name and number, I will return your call.

* If you wish to speak to my assistant, please press **0**”

* **Note:** The Attendant must be preprogrammed before instructing callers to press **0**.

See instructions on page 8.

MESSAGES TYPES

There are 4 types of messages your mailbox can hold:

1. Urgent New Messages
2. New Messages
3. Saved Messages
4. Deleted Messages

HOW TO LISTEN TO MESSAGES

- Dial Voicemail, enter passcode then press #. The system will place you at the Main Menu:
If calling from a telephone other than your campus extension, press * and follow the instructions
 - Press **1** to review your messages

Each message comes with an “Envelope” which includes the sender’s name, delivery time and date, and the type of message if the message is urgent or private. Voicemail always plays the envelope of a message before the message itself.

Playback Controls are helpful while listening to messages:

- Press **2** to erase
- Press **3** to save
- Press **4** to repeat the message
- Press **6** to repeat envelope information
- Press **7** to back up 10 seconds
- Press **9** to jump ahead 10 seconds
- Press **#** to skip to the next message

Note: The system purges messages automatically as follows:
Messages that you have listened to and saved are stored for 60 days. Deleted Messages are discarded 3 days after deletion.

HOW TO LISTEN TO DELETED MESSAGES

When messages are erased, they are moved to the Deleted Messages Storage where they will reside until purged after 3 days. During this time you can access them as normal received messages and you have exactly the same options as you have with the received messages.

- Press **0** for more options at the Main Menu.
- Press **6** then **3** to listen to the deleted messages.
Refer to the flow chart and follow voice instructions.

HOW TO SEND A MESSAGE

- Dial Voicemail, enter passcode then press #.
If calling from a telephone other than your campus extension, press * and follow the instructions.
The system will place you at the Main Menu.
- Press **2** to send a message
 - Dial a mailbox number (ext number) or group number, then press #. Voicemail will play the recipient's name or mailbox number for confirmation.
 - Dial the next mailbox number, or press # if there are no more addresses.
 - To record a message, press **5** and begin recording after the tone.
 - Press # to send your message or press * to erase your message. Press 5 to re-record your message.
 - Press **0**, to hear delivery and editing options.

HOW TO PROGRAM YOUR ATTENDANT

You can give the callers the option to transfer to an attendant (another extension) instead of leaving a message in your mailbox. To program an attendant:

- Dial Voicemail, enter passcode then press #.
If calling from a telephone other than your campus extension, press * and follow the instructions.
The system will place you at the Main Menu.
- Press **0** for more options.
- Press **4** at the main menu for greetings.
 - Press **3** at the greeting menu to select attendant.
 - To assign an attendant, dial the telephone number and press #. To continue to direct callers to current attendant, press #.

Note: Remember to change your greeting to instruct the caller to press 0 to reach your attendant.

CANCELING YOUR ATTENDANT

To cancel an attendant after you have programmed one:

- Press **0** for more options.
- Press **4** at the Main Menu for greetings.
 - Press **3** to select an attendant.
 - Enter your own extension number followed by #. Voicemail will repeat your number for confirmation

Please **remember** to change your greeting. Callers should no longer be instructed to press 0 to transfer to your attendant.

GROUPS

Groups are lists of other subscribers that you may need to send messages to regularly. Set each group up once, then send a message to all members of the group.

- Press **5** at the main menu to enter groups. Refer to the flow chart and follow voice instructions.

Please Note: The group number must be **2-10** digits long.

USER STATUS

The User Status is a simple way of communicating your current work status or why you do not answer the call. When the callers hear your Voicemail greeting, they will also hear your current status.

For example: “<***Your Recorded Name***> is on vacation until Monday, October 5 2009, please leave a message after the tone.”

- Press **7** at the main menu to enter Status.
Refer to the flow chart and follow voice instructions.

TELEPHONE FEATURES USED IN CONJUNCTION WITH VOICEMAIL

Ericsson Phones

If “Preset” diversion is Voicemail, to divert ALL CALLS press ***2#** or press Call Divert button.
To cancel press **#2#**.

If “preset” diversion is an extension other than Voicemail, press ***2*48989 #** to divert all calls.
To cancel press **#2#**.

Remember.....The telephone system can divert calls to the “preset” diversion point for the following conditions

	<u>TO ACTIVATE</u>	<u>TO CANCEL</u>
NO ANSWER	*21#	#21#
BUSY	*22#	#22#
ALL CALLS	*2#	#2#
FOLLOW ME	*2* 48989#	#2#

Cisco IP Phones

If You want to ...	Then...
See if you have a new voice message.	Look at your phone for the following indicators: <ul style="list-style-type: none"> • A steady red light on your handset. • A flashing envelope icon and text message on your screen.
Listen to your voice messages	Press the <Messages> button
Direct incoming calls to Voicemail	Press <iDivert> The iDivert feature automatically transfers a call to voicemail.
Direct All Calls to Voicemail.	Press the <CFwdALL> button and the <Messages> button. The display will show the text “Forwarded to Voicemail”.
Cancel Forwarding All Calls to Voicemail	Press the <CFwdALL> button and the forwarding will be cancelled and the text “Forwarded to Voicemail” will disappear from the Display.

COMMON TERMS

A Subscriber or User is any person who has a voice mailbox.

A Mailbox is a storage space in the Voicemail system where a subscriber's messages are sent for storage and retrieval.

A Mailbox Number is your extension number associated with your new voice mailbox. When sending a message, you would address it to the recipient's mailbox number.

A Passcode is a 5-10 digit personal code, which a subscriber creates when initiating his/her mailbox. We recommend you change your Passcode every 60 days to prevent hackers from accessing the UCI Voicemail system. **Note:** the Voicemail system will prevent you from using the same Passcode as the previous 2 Passcodes.

An Attendant (also called by the new system for operator) is an extension that you program to give callers the option to transfer to another extension rather than leaving a message in your mailbox.

A GROUP is a list of other subscribers that you may need to send messages to regularly.

Please Note: The group number must be **2-10** digits long.

PRESET, is pre-programmed by the system administrator.

Follow me, is a Ericsson phone feature which can be programmed to divert the incoming calls to another extension.

HELPFUL TIPS

To skip over a greeting or to skip a message, press #.

To stamp a message urgent press **4#** after you recorded your message.

Note: Anytime you make a mistake entering digits, you may press the * key to cancel your last entry.