

Everything You Ever Wanted To Know About Voicemail

To Access Voicemail

From your own phone:

- dial 3-6440
- enter your passcode when prompted

From another phone:

- dial your number directly
- when the welcome message begins to play, press *
- enter your passcode when prompted

Customizing Your Mailbox

When accessing voicemail for the first time, a user tutorial will be set up to “talk you through” customizing your mailbox with a personalized greeting, name and passcode. If no tutorial is available, use the following instructions:

Change Passcode:

- access your voicemail
- press the **U** (the 8 key), to access the **U**ser options menu
- press the **P** (the 7 key), to access the **P**asscode menu
- enter 4-10 digits
- press the **X** (the 9 key), to save and **eX**it

Change Greeting

- access your voicemail
- press the **U** (the 8 key), to access the **U**ser options menu
- press the **G** (the 4 key), to access the **G**reetings menu
- press the **R** (the 7 key), to **R**ecord your greeting
- press the **X** (the 9 key), to save and **eX**it

Messages

To Play a Message:

- access your voicemail
- press **P** (the 7 key) to **P**lay the current message
- decide to **K**eep (the 5 key) or **D**iscard (the 3 key) before the next message can be played
- press the **X** (the 9 key), to save and **eX**it when finished

To Answer a Message:

- at any time during or directly after the play of a message, press **A** (the 2 key) to answer the sender
- press **R** (the 7 key), to **R**ecord a message
- press **X** (the 9 key), to save and **eX**it

Call Forward

To Forward Calls Directly:

- lift handset and dial 118
- dial the number you wish to have calls forwarded to (to send directly to voicemail, dial 3-6440)
- hang up

To Unforward Calls:

- lift the handset and dial 119
- hang up

Caution: call forwarding is not available on all university phones

Notes

- if you have forgotten your passcode or have too many invalid attempts, contact the help desk at helpdesk@udmercy.edu or 3-1500
- you will know you have a message by a stutter dial tone, or an illuminated message waiting lamp
- when playing a message, at any time you may enter "*" to move backwards 5 seconds, or a "#" to move forward 5 seconds
- when playing a message, at any time you may press 1 (number 1) to pause for 30 seconds (press any key to resume)
- after recording, you may press **R** (the 7 key) to review your recording, **D** (the 3 key) to discard your recording, or **A** (the 2 key) to append to your recording
- if you have accidentally deleted a message, to "undelete" the message you must press the "*" key before playing the next message
- if at any time during a session, you are unsure of what your options are, pause and listen for the automated menus to guide you through the options
- the user options menu (**U** – the 8 key) will allow you to change your name, passcode, and greeting