Accessing your Voice Mailbox

From your own phone On Campus:
• Dial 5-1000
• Enter your security code

From another voicemail user’s phone On Campus:
• Dial 5-1000
• Press *
• You will hear the Main Voicemail Greeting
• Press *
• Enter your voice mailbox number (last 5 digits of phone #)
• Enter your security code

From a non-user’s phone On Campus:
• Dial 5-1000
• You will hear the Main Voicemail Greeting
• Press *
• Enter your voice mailbox number (last 5 digits of phone #)
• Enter your security code

From Off Campus:
• Dial 545-1000
• You will hear the Main Voicemail Greeting
• Press *
• Enter your voice mailbox number (last 5 digits of phone #)
• Enter your security code

From Online using Web PhoneManager:
• Visit: voicemail.it.umass.edu
• Enter your voice mailbox number (last 5 digits of phone #)
• Enter your security code

Follow-Me and Diversion to Voicemail

Activate a “follow-me” to voicemail:
(sends all calls directly to voicemail – your phone will not ring)
• Press * 2 * 5-1000 *
• Listen for a pulsating dial tone
• Hang Up

Cancel a “follow-me” to voicemail:
(phone will ring before going to voicemail)
• Press # 2 #
• You will hear a steady dial tone
• Hang Up

“Diversion”:
A “diversion” transfers callers from a phone to another pre-programmed answering point (Ex. to another phone or to voicemail). It differs from a “follow-me” in that you can’t program a diversion point yourself. However, you can control how it works, by activating or canceling a diversion.

No Answer Diversion:
(by default, a phone with a mailbox will divert to voicemail after 4 rings)
  to cancel: Press # 2 1 #
  to re-activate: Press * 2 1 *

Busy Diversion:
(by default, a phone with a mailbox will divert to voicemail when busy)
  to cancel: Press # 2 2 #
  to re-activate: Press * 2 2 *

If you need help with a diversion to voicemail, call 577-4357.

Greetings

To change your Standard Greeting:
From your voice mailbox main menu:
• Press 3 (Phone Manager Functions)
• Press 4 (Record Standard Greeting)

To record your Out-of-Office Greeting:
This temporary greeting will allow you to alert callers that you are away. The Out-of-Office Greeting will play in place of your regular Standard Greeting without disturbing it.
From your voice mailbox main menu:
• Press 3 (Phone Manager Functions)
• Press 6 (Record Out of Office Greeting)

To change your Recorded Name:
This is the recording your colleagues will hear when they send you a message from within their own mailbox.
From your voice mailbox main menu:
• Press 3 (Phone Manager Functions)
• Press 1 (Personal Options)
• Press 5 (Record your Name)

Voicemail Help
Call 577-4357 or Email: voicemail@umass.edu

“I forgot my security code”
If you lose or forget your voice mailbox security code, NetCom has no way to retrieve it for you. There is a $15 service charge for resetting your security code, so we recommend you select a security code that is easy to remember but not easy for others to guess. Contact the NetCom Rep for your department if you need to request a password reset.