

VOICEMAIL INSTRUCTIONS

rev. 4-15-16

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 5-1000
- Listen for a pulsating dial tone
- Hang Up

Cancel a "follow-me" to voicemail:

(phone will ring before going to voicemail)

- Press
- 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
- to re-activate: Press

Busy Diversion:

(by default, a phone with a mailbox will divert to voicemail when busy)

- to cancel: Press
- to re-activate: Press

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 (Phone Manager Functions)
- Press (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 (Phone Manager Functions)
- Press (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 (Phone Manager Functions)
- Press (Personal Options)
- Press (Record your Name)

CONTROL KEYS

CONTROL KEYS		
Playback Controls		
<input type="text" value="1"/>	<input type="text" value="2"/>	<input type="text" value="3"/>
Pause	Forward	Rewind (5 sec)
<input type="text" value="4"/>	<input type="text" value="5"/>	<input type="text" value="6"/>
Delete	Save	Replay
<input type="text" value="7"/>	<input type="text" value="8"/>	<input type="text" value="9"/>
Skip to next	Reply	Advance (5 sec)
Controls that are always available		
<input type="text" value="*"/>	<input type="text" value="0"/>	<input type="text" value="#"/>
Cancel	Message info.	Skip to end
Use your keypad to control the playback of the message to which you are listening		

"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.

VoiceMail Help

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