

Purdue University Fort Wayne Voicemail Setup Quick Guide for VOIP Phones

Initial Setup

To log in for the first time:

1. Dial on phone
 - a. On Campus phone press *17
 - b. Off Campus 481-6400
 2. If you are dialing from your own extension, press **##**. Then it will ask you to set a new password.
 3. If you are dialing from external line, enter extension number and press **#**. Then it will ask you to set a new password.
- 3. If a password has not been set yet, press #.**
- a. You are then asked to enter a new password.
 - b. Enter a new password and press **#**.
 - **Note:** Your password cannot be the same as your extension number or a set of repeated digits or consecutive numbers, minimum length 6 digits.
 - c. Re-enter the new password and press **#**.
 - **Note:** You can change the password again at a later date.
 - d. If a password has been set, enter your password and press **#**.

4. Record your name when you are prompted.

- **Note:** You can record your name again at a later date.

5. Press **1** and at the tone, speak your name.

6. Press **1** again. Your recording is played back.

7. Either press **#** to accept the recording or **1** to record again.

8. After you log in, the voice prompts tell you what to do.

- a. Press ***4** for help at any time.
- b. Press ***7** to return to the activity menu.
- c. Press **#** at the end of a menu to return to the previous menu.

Note:

****Please do not lock your phone****

Logging On

1. Dial on Phone
 - a. On Campus phone press *17
 - b. Off Campus 481-6400
2. Once prompted
 - a. If dialing from your extension press #
 - b. If dialing from another phone, enter your extension number and then press #
3. Enter your password and press #.

Basic Mailbox Uses

1. To hear messages:
 - a. Login
 - b. Press **2**
2. To listen to messages: **0**
3. To delete a message: ***3**
4. Save a message ****7**
5. To reply to messages:
 - a. Call sender directly after listening to vmail – Press **0**
OR
 - b. Reply to sender with vmail - Press **1** when the message is playing
 - c. Press **1** to reply to sender with vmail

- d. Press **6** (NO) for no voicemail attached to recorded message or **9** (YES) attach original vmail to recorded message.
 - e. After recording, press # to send the message
6. To compose and send new message:
 - a. Press **1** anytime to record
 - b. After recording press #, enter destination mailbox and press ## to submit message

Record Greeting

1. Internal/External:
 - a. Login
 - b. Press **3**
 - c. Press **0** to listen to greeting
 - d. Press **1** to change or edit greeting
 - e. Press **1** to record greeting, to save it press #.
 - f. Press ***3** to delete greeting
 - g. To review greeting press **2**, to save it press #.
 - **Note:** the message will be saved when you return to the main menu
 - **Please do not lock your phone**

Activate Greeting

1. Internal/External/All Calls/Temporary:
 - a. Login
 - b. Press **3**
 - c. Press **3** to activate greeting
 - Press **1** for greeting to all calls
 - Press **2** for greeting for internal calls only
 - Press **3** for greeting for external calls only
 - Press **9** for temporary greeting

****Special Notes pertaining to VoIP phone****

- 1. Please do not lock your phone. This feature is only to be used during emergencies. Passwords can be reset by Telephone operations administrators.**
- 2. If your name has not been recorded, dial by name function will not operate for your mailbox/extension. You must record a name for your mailbox.**
- 3. Passwords can be reset by Telephone operations administrator.**

Visual Voicemail – From J169 Deskphone -



Visual Voice allows you to access your voicemail mailbox using the display menu on your phone rather than following spoken mailbox prompts. The same password set on mailbox initialization will be required to access visual voicemail.

Visual Voice Controls

The arrangement of options on the screen will vary depending on the phone type and display size.

Listen - Access your own voicemail mailbox. When pressed the screen shows the number of **New**, **Old** and **Saved** messages. Select one of those options to access the messages in that category and then use the options below:

Users with hunt group mailboxes will show the additional mailboxes within visual voicemail. Message waiting indication will be illuminated for either personal or hunt group mail.

Play - Play the message.

· To select the next message or previous message, use the navigation circle .

· To fast forward or rewind the current playing message by 5 seconds, use the navigation circle .

Pause - Pause the message playback.

Delete - Delete the message.

Save - Mark the message as a saved message.

Call - Call the message sender if a caller ID is available.

Copy - Copy the message to another mailbox. When pressed as number of additional options are displayed.

Message - Record and send a voicemail message to another mailbox or mailboxes.

Greeting - Change the main greeting used for callers to your mailbox. If no greeting has been recorded then the default system mailbox greeting is used.

Email - This control allows you to see and change the current voicemail e-mail mode being used for new messages received by your voicemail mailbox. Use **Change** to change the selected mode. Press **Done** when the required mode is displayed.

Here is a summary of the options that are available for collecting voicemail messages. The options that are shown in gray are not supported by IP Office Intuity emulation.

