Setting Up Your Voice Mail

*** Please read before setting up your mailbox ****

You will be asked to setup (enroll) your mailbox the first time you access voice mail. Enrollment includes recording your name, recording a greeting, and changing the password. Your temporary password is [1111]. Your new password must be at least 4 digits in length. Note: Do Not Hang-up until you are finished with mailbox setup (enrollment). System will prompt:

“Have finished with enrollment. Hello, you have no new messages.”

To access voice mail from your phone:
1. Lift the receiver or press the speakerphone button then dial ext. [52000]
2. Enter your password followed by the [ # ] key when prompted. The temporary password will be [1111] for initial setup.
   A. IF prompted for your mail box number, enter your five-digit ext. number followed by the [ # ] key then follow step 2.
   B. IF you need to check the voice mail account for a different extension, press the [ * ] key and then follow steps A then 2.
      a. IF the other extension belongs to someone who uses a Cisco VoIP phone you will need to call ext. [32000] and follow steps A then 2 above.

To access voice mail when off site (not networked to system):
1. Dial (480) 965-2000 2. Enter your mailbox number (your five-digit ext. number) followed by [ # ] key.
3. Enter your password followed by the [ # ] key.

Change your temporary password:
1. From your telephone extension, press the voicemail extension and enter your mailbox number and temporary password.
2. Press the [ # ] key. 3. To change your personal options, press 4.
4. To change your password, press 2. 5. Press your new password, and press the [ # ] key.
6. To confirm, press the same password once more.

Personal Greeting:
You access the personal greeting menu from the Personal Options menu. The personal greeting menu gives you the option to record a personal greeting and to select the type of greeting that UM plays to your callers.

- Log in to voicemail and press 4.
- From the Personal Options menu, press 1 Personal Greeting.
- UM announces the current greeting type. To change the greeting type, select one of the following options:
  - To record your personal greeting, press 2 and follow the recording prompts, then press 7 to use it.
  - To play a standard system greeting to the caller with your name, press 4.
  - To play a standard system greeting to the caller with your number press 5
  - To play a standard system greeting that will not disclose your name or number press 6
  - To return to the previous menu, press the [ * ] key

Message Status:

- New: Messages that have not been reviewed and messages that have been marked as unread after review are marked.
- Old: Messages that have been reviewed, either from a phone or an e-mail client are marked as Old messages.
- Saved: Messages that have been reviewed and saved are marked as Saved messages.
- Deleted: Messages that have been reviewed and deleted are marked as Deleted messages. You can opt to review a deleted message only in the same message review session that it was deleted in. You cannot access a deleted message after the review session in which it was deleted has ended.
- Expired: Messages in your mailbox that are x days old (where x is defined by your administrator) are marked as Expired messages. At every log on, the system will prompt you for action on any expired messages that you might have. You can then opt to either delete all of them or review them one by one and decide what you want to do with the messages.
- Future Delivery: Voice messages that have been composed and set to be delivered to their recipients at a future date and time are marked as Future Delivery messages. This option is available only for voice messages being sent from the phone.
Other Greetings
You access the other greeting menu from the Personal Options menu. The following greetings are in the other greetings category:

- Extended absence greeting
- Internal greeting
- Internal extended absence greeting
- After hours greeting
- Personal greeting to be used when your phone is busy
  - Log in to voicemail and press 4.
  - From the Personal Options menu, press 6 Other Greetings.

Review new messages:
1. Log in to voicemail.
2. The UM attendant notifies you if you have new messages.
3. To review new messages, press.
4. Select an option:
   
   1 Voice Mail: Plays all new voicemail messages.
   2 E-mail: Plays all new e-mail messages
   3 Fax: Plays all new fax messages (envelope information only).
   All: Plays all new messages (voice, e-mail, and fax message envelope information).

Message Playback Options:
Skip Back:
- While listening to a message, press 1. The system rewinds the message.
- To play the message from the beginning, press 1 again.

Skip Forward:
- While listening to a message, press 3.
- To skip forward to the next message, press 3 again.

Pause:
- While listening to a message, press the [*] key.
- To resume playing the message, press the [*] key. The system will play the next message in sequence or return you to the previous menu.

Reply to Messages During Pause:
- While listening to a message, press the [*] key.
- To reply to the message, press 4.

Forward Messages During Pause:
- While listening to a message, press the [*] key.
- To forward the message, press 6.

Delete Messages During Pause:
- While listening to a message, press the [*] key.
- To delete the message, press 7.

Forward Messages After Playback:
- Listen to the message and press 6.
- Follow the instructions to address and forward the message. While reviewing an e-mail message over the phone, you can forward the email with a voice annotation to another subscriber, to a personal distribution list, or to an organization distribution list. Recipients will receive the original email with a voicemail attachment.

Delete Messages After Playback:
- Listen to the message and press 7. The message will be deleted when you hang-up.
Replay Messages After Playback:
- Listen to the message and press 1 twice. The message is replayed from the beginning.

Obtain Envelope Information After Playback:
- Listen to the message and press 8. The system plays the From, Date, and Time information for the message.

Save Messages After Playback:
- Listen to the message and press 9. The message is saved and the system plays the next message. UM has two different life spans for new and saved voice or fax messages. The life spans are configured by the UM administrator. The administrator can specify that the system forcefully delete messages marked for expiration after a certain number of days. For example, saved messages in your mailbox might expire after five or 21 days, depending on the settings. Depending on the configuration, you might have the option to save expired messages.

Skip Messages After Playback:
- Listen to the message and press the [ # ] key. The message is skipped and the system plays the next message.

Configure Message Delivery Options
Send a urgent message:
- Configure the address for the message and press the [ # ] key.
- To mark the message as urgent, press 1.
- To send the message, press the [ # ] key.

Send a private message:
- Configure the address for the message and press the [ # ] key.
- To mark the message as private, press 2.
- To send the message, press the [ # ] key.

Create Future Delivery Messages:
- Configure the address for the message and press the [ # ] key.
- To mark the message for future delivery, press 4.
- To add the message to the future delivery queue, press #.

Request Return Receipt:
- Configure the address for the message and press #.
- To request return receipt notification, press 3.
- To send the message, press #.

Add Recipients:
- After you press # to define addresses for a message, you can add recipients.
- To add additional addresses, press 6.
- Follow instructions to add additional mailbox numbers.
- To end addressing, press #.

Distribution List Options:
The following options are available to manage distribution lists:
- 2 Create New List: Create a new distribution list
- 1 Review: List members in a distribution list
- 3 Delete: Delete a distribution list

4 Modify: Allows you to make the following changes:
- 1 Add Members: Add members to a distribution list
- 2 Delete Members: Delete members from a distribution list.

Cancel: Cancel changes to a distribution list.