Employee Voicemail Instructions

A. Setting up a new voicemail box:
- Dial 2299 for voicemail.
- Enter subscriber mailbox number.
- The default security code is 0000.
- The tutorial will ask you to create a personal security code, record your name and record a greeting.

B. Common Procedures
1. Retrieving a voice mail message from your office phone:
   - Dial 2299 or press the V mail button.
   - Enter the security code.
2. Retrieving a voice mail message from off campus:
   - Dial 312-329-2299
   - Press #
   - Enter the voice mail box number.
   - Enter the security code.
3. Retrieving a voice mail message from another extension on campus:
   - Dial 2299
   - After the call is answered, press *.
   - Press #
   - Enter the voice mail box number.
   - Enter the security code.
4. Transfer a call to a voice mail box:
   - With the call in progress, press the Transfer button and you will hear dial tone.
   - Dial 2299
   - You will hear the general greeting.
   - Dial the four digit mail box number or the person's extension.
   - Press #
   - Hang up.
5. If you have transferred a caller and the caller does not want to leave a voice mail, press the * button twice. This will disconnect you from the voice mail system and return you to the original caller.

6. Out-Of-Office Recording:
   - Create Out-of-Office Recording:
     - Dial 2299 (312-329-2299) and log in to your mailbox.
     - Dial U (8) and then 6 to record your Out-of-Office greeting.
     - Press # to save the recording.
     - The mail box is now set for Out-of-Office greeting.
   - Disable Out-of-Office Greeting - When you call in to your mail box to check messages and Out-of-Office greeting is active you will be prompted to:
     - Press 4 to remove the Out-of-Office greeting.
     - Press 5 to continue using the Out-of-Office greeting.

C. **Special Features using the Web Interface**
   1. Follow these instructions if you would like to receive your voicemail message as an email with the message attached.
      - Type **WebPhoneMgr** into your web browser.
      - Enter your mailbox number and your security code.
      - Select Notification Settings
        Select the Email tab
        Check - Enable Simple UM Notification
        Enter your email address
        Select Simple UM Provider – Default or Moody Email
        Check - Include WAV Attachment

   2. Follow these instructions if you would like to be asked for your password when you call (312) 329-2299 from your mobile and/or home phone.
      - Type **WebPhoneMgr** into your web browser.
      - Enter your mailbox number and your security code.
      - Select Personal Settings
        Select Phone Numbers
        Enter the telephone number(s) you would like the system to recognize.
        Select Device Type – Voice

3. Follow these instructions if you would like to be notified by phone when you have received a voice mail message.
   - Type **WebPhoneMgr** into your web browser.
   - Enter your mailbox number and your security code.
   - Select Notification Settings
        Select Immediate
        Check - Enable Immediate Message Notification
        Notify Status – All
        Message Types – Check Include Voice Msgs
        Select the Hours and Days you would like to be notified.
        Enter the Phone Number the systems should call to notify you.
        Select Type – Normal
   - The system will then call you when you receive a voice mail and ask you to enter your password.

4. Follow these instructions to activate/deactivate the Out-of-Office feature.
   - Type **WebPhoneMgr** into your web browser.
   - Enter your mailbox number and your security code.
   - Select Personal Settings.
   - Check the box – Enable Out-of-Office Greeting. **Note:** There must already be an Out-of-Office recording – the icon will be blue.
   - When you return, uncheck the box.

Questions or comments are welcome at: Daniel.Schombert@moody.edu or (312) 329-4345.