

UCOP Communication Services

ADVANCED VOICEMAIL USERS GUIDE

- Password reset for voicemail
- Change your password
- Record new greeting
- Extended absence greeting
- Record first and last name
- Sending and Reviewing messages
- Reply to messages

To reset your password:

- Call the Octel extension **70100** or **987-0100** (outside the office).
- You will hear a system greeting, press **#** and enter your mailbox number.
- The system will prompt you for the temporary password, enter it now.
- The system will prompt you to enter a new personal password between 6-15 digits. Enter it now.

Change your password:

- From the main menu, press **4-2-1-1**
- Choose password type:
- **1** Personal
- **2** Home
- **5** Secretary

To record a new voicemail greeting:

- Call the Octel extension **70100** or **987-0100** (outside the office).
- You will hear a system greeting, press **#** and enter your mailbox number.
- The system will ask for your password, enter your password and press **#**.
- When prompted, enter **4** for personal options.
- When prompted, enter **3** to record your personal greeting.
- When prompted, enter **1** to record your personal greeting.

Extended Absence Greeting

- To record an extended absence greeting which temporarily **overrides** your personal greeting, access your mailbox and press **4, 3, and 2**.
- Record the extended absence greeting, and then press **#**. This greeting will preempt the normal personal greeting. Callers must listen to the entire extended absence greeting prior to leaving a message. Each time you enter the mailbox, you will be reminded that the extended absence greeting is active.
- To delete the extended absence greeting and restore the personal greeting, press **2** after the reminder.

To record your first and last name:

- Call the Octel extension **70100** or **987-0100** (outside the office).
- You will hear a system greeting, press **#** and enter your mailbox number.
- The system will ask for your password, enter your password and press **#**.
- When prompted, enter **4** for personal options.
- When prompted, enter **3** for greetings.
- When prompted, enter **3** to change recorded name.

SENDING MESSAGES

Record and send messages:

- From the main menu, press **2** to record when finished, press **#**
- Record – when finished, press **#**
- Options: To erase and re-record, press *****
- To hear your message, press **1**
- Enter five digit number destination or group distribution list number
- Delivery Options (optional):
 - 1** Private
 - 2** Urgent
 - 3** Message confirmation
 - 4** Future delivery
- To send, press **#**

Destination Options:

- Send messages to other users, group lists, guest mailboxes or home mailboxes
- If you don't know a mailbox number, press **#** to spell the name, last name first.
- For the letter **Q** use **7**, for the letter **Z** use **9**

Reviewing and replying:

- Listen to messages
- To review unheard voice messages, press **1-1**

Listening controls:

- Use playback controls to rewind, pause or fast forward :
Press **5** to hear message envelope (the sender, time, length. etc.) information
Press **1-1** to rewind to the beginning of messages.
Press **3-3** to go to the end of the message.
Press **#** to skip to the next message.
Press **# #** to skip to saved (archived) messages.

Reply to a message:

- At end of message, press **8**
- Record reply, when finished, press **#**.
- Send, press **#**.

Reply by calling the sender:

- At end of message, press **8-8**
- System dials sender's phone number.
- You cannot reply to messages from outside callers.

Send a copy:

- At end of message, press **6**
- Record introduction - when finished, press **#**, and enter five digit number destination.
- To send, press **#**.