

Title: Voicemail User Guide			
Keywords:	Voicemail	Lync	Phone
Access Voice Mail From a phone			
From your office phone	<ul style="list-style-type: none">▪ Dial 5500 or press the message button on the phone▪ Hear your 4-digit extension (or you will hear your name, if it has been recorded in Personal Options)▪ Enter your PIN and press #		
From another college phone	<ul style="list-style-type: none">▪ Dial 5500▪ After hearing "if this is not your mailbox," press * (star)▪ Enter your 4-digit extension and press #▪ Enter your PIN and press #		
From an external phone	<ul style="list-style-type: none">▪ Dial (262)691-5500▪ Enter your 4-digit extension when prompted and press #▪ Enter your PIN and press #		
<p>If you can't remember your PIN, reset it in Outlook Web Access on the portal: Options > See All Options... > Phone > Reset PIN.</p> <p>If you are unable to sign in, or need further assistance please contact the Service Desk (262)691-5555.</p> <p>Manage your Voice Mail over the Phone</p> <p>The Voice (or Speech) Interface is the default interface after recording your personalized greeting. To change to the touchtone interface: press 0 (while in the Main Menu of the Voice Interface). To make the touchtone interface your default, say "Personal Options" and press 4. Voice Mail messages are played, with "from" and "date" indicated.</p>			
	Voice Commands	Touchtone Commands	
Main Menu	"Voice Mail" "Email" "Calendar" "Personal Contacts" "Directory" "Personal Options" "Repeat"	1 - Voice Mail 2 - Email 3 - Calendar Options 4 - Find a Contact 5 - Compose a Voice Message 6 - Personal Options 0 - Repeat Menu	

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While Listening to a Voice Mail Message	"Rewind" (rewinds a few seconds) "Repeat" (goes back to beginning) "Pause" (press any key to continue) "Fast Forward" "End" "Slow Down" "Faster"	1 - Rewind (rewinds a few seconds) 11 - Repeat (goes back to beginning) 2 - Pause (press any key to continue) 3 - Fast Forward 33 - Skip to End 4 - Slower 6 – Faster
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While or After Listening to a Voice Mail Message	"Play" "Next" "Delete Message" "Restore Message" "Call the Sender" "Reply" (c) "Main Menu" "More Options" "Previous" "Play Header" (a) "Forward Message" (d) "Flag for Follow-Up" "Mark as New" "Find by Name" "Envelope Information" (b)	# - Next Message 44 - Flag for Follow-up 5 - Envelope Information (b) 7 - Delete *7 - Restore 8 - Reply (c) 9 - Mark as unread 0 - Repeat this menu * (star) - Exit to Main Menu 00 - More Options <i>After Message Played Only:</i> 1 - Replay message 11 - Previous Message 2 - Call this contact 6 - Forward Message (d)
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Notes:

(a)Header: date/from

(b)Envelope: date/time/from/length

(c) Reply: Send a reply message to the caller's mailbox, if the caller is also an Exchange subscriber.

(d)Forward Message: Forwards the current message to the mailbox of another Exchange subscriber or a .wav file to the email address of the person you identify.

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<p>Personal Contacts/Find a Contact/Directory</p> <p>First, set up contacts on a computer interface (Outlook, or OWA)</p>	<p>Say "Personal Contacts" or "Directory"</p> <ul style="list-style-type: none"> Say the contact's first name and last name Say location (office, cell, home, if you have listed these numbers) 	<p>Press 4 to Find a Contact</p> <ul style="list-style-type: none"> Spell the last name and first name of the person you are looking for. (Press the number associated with each letter just once.) <p>To search the Directory:</p> <ul style="list-style-type: none"> Press 00, then spell the last name and first name Press ## to spell the username Press 0 to key in the 10-digit phone number
Personal Options	See <i>Touchtone Commands</i>	<p>1 - Turn On/Off phone Out of Office Status</p> <p>2 - Record Greetings</p> <p>1 - Record Personal Greeting</p> <p>2 - Record Out of Office Greeting</p> <p>3 - Record Your Name (Voice Signature)</p> <p>* - Cancel</p> <p>0 - Repeat this menu</p> <p>3 - Change PIN</p> <p>4 - Use the Touchtone or Voice Interface</p> <p>5 - Set Local Time Zone</p> <p>6 - Use 12- or 24-Hour Time Format</p>
Deleted Voice Messages	<p>When a message is deleted on the phone, Outlook or Lync, it moves to the Deleted Items Folder. When the message is deleted from the Delete Items Folder, it cannot be restored. Items in the Deleted Items folder are automatically deleted after 60 days. Voice messages are NOT archived.</p>	



Missed Call Identification	Callers who hang up before leaving a message are identified in an email message sent by the system as a missed call notification. A number may display as unknown if it is blocked by the caller.	
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Access Voice Mail on a Computer		
	Windows Outlook 2010 Mac Outlook 2011	Windows/Mac Outlook Web App (OWA)
Access your mailbox	Open Outlook on your computer	Open Internet Explorer, Mozilla Firefox or Apple Safari (Mac) and go to: http://webmail.wctc.edu/ or login to the portal and access OWA
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Listen using Outlook	Voice mail messages are sent to your email inbox or in the voice mail search folder A transcript of the message appears in the body of the message <ul style="list-style-type: none">To listen to voice mail, click play on the player bar to listen from the beginning or click any word in the transcript to play the message from that point forward	
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Listen using Lync	Open Lync, click the phone icon (upper right) <ul style="list-style-type: none">To listen to voice mail, select the message then click the play icon	
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