

Unified Communications Quick Start Guide

You will be given a **new voice mailbox**; with a temporary PIN (the old system called it a password). This default PIN will be the last five digits of your Marquette ID number. This does not include numbers after the dash, e.g. -1 or -2. In the picture to the right the PIN is 23123. The first time you use the telephone to access your voice mail, you will be required to change your PIN to a number of your choice.

You can access your voice mail:

- From your e-mail inbox, or
- By using your phone



Use the telephone to call your new voice mailbox

Press the Voice mail button on your phone or dial 8-6990 from a Marquette phone, or 288-6990 from an outside phone. You will be prompted to enter your PIN. A menu will ask you to make a selection by repeating out loud the item of your choice. You can interrupt and say one of the items below to make that choice immediately. If you prefer to use the keypad, press 0 and you will hear a message that tells you to press 0 again to start using the touch tone system. The keypad menu options will be provided at that time.

1. Use the telephone to record a personal greeting, an out of office greeting, or to change your name.

Choose **Personal Options** and press **2**, **Record a greeting**, and then:

- Press 1 to record your personal greeting
- Press 2 to record your Out of office greeting.
This is an alternative greeting that you choose to play rather than your regular greeting.
- Press 3 to change your name.

2. Use the telephone to change your PIN.

Choose **Personal Options**, and press 3 to **change your PIN**.

Your PIN is a unique number you choose to protect the privacy of your mailbox. Do not reveal it to others and change it frequently.

Your new PIN must be :	Your new PIN must not be :
<ul style="list-style-type: none">○ Only numbers○ At least 5 digits long	<ul style="list-style-type: none">○ Only a single repeated number○ Consecutive numbers○ The same as your extension number○ The same as your 3 previous PINs

3. Use the telephone, and choose **Voice mail** to access your voice mail messages on the telephone.

Follow the instructions that you hear.

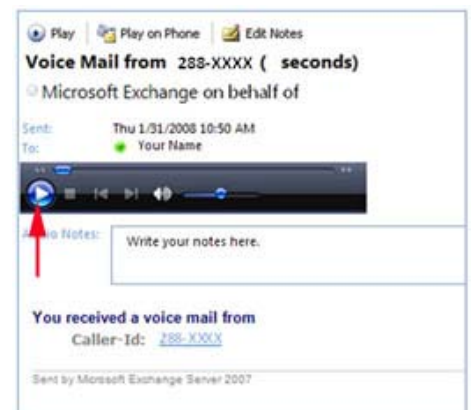
4. Use the computer to access voice mail messages from Outlook.

When a call goes unanswered, notification of this call or a voice mail message is sent directly to Outlook. The red light on your phone will not show when you have a message.

Listen to your message in Outlook. It looks like a regular e-mail message, and can be viewed in the Reading Pane, or you can double click on it and the Voice mail window will open up. Click the **Play** button to play the voice message on your computer.

5. Use the telephone to access voice mail messages that were delivered to your old/OCTEL mailbox.

Your old voice mailbox will remain in place for at least two months. You will be notified when this will be removed. To access messages, dial 8-3939, and use your **OLD** PIN.



Refer to the Unified Communications web page, <http://www.marquette.edu/its/projects/unified.shtml> for more detailed instructions.