Information Services- Technical Support
University of Portland

Technology Help Desk
503-943-7000 or help@up.edu

Help Sheet
Using Voicemail Faculty/Staff

Introduction

This will guide you through the steps of using the various features of your voicemail system.

Steps

Accessing Voice Mail From Your Phone On Campus:

1. Pick up handset, dial 7440
2. Enter security code

Accessing Voice Mail From Any Phone On Campus:

1. 1. Pick up handset. Dial 7440
2. Press *, then #
3. Enter box number and security code

Accessing Voice Mail From Off Campus:

1. Pick up handset, dial 503-943-7440
2. Press #
3. Enter box number and security code

Listen To New Messages:

1. After accessing voice-mail, press 1 to listen to new messages
2. Listen to message
3. Press 4 (twice) to delete message or 5 to save the message to listen again at a later time

To Record Normal Personal Greeting:

1. After accessing voice-mail, press 3 to select Phone Manager option
2. Press 1 to select Personal Options
3. Press 3 to select Record Personal Greeting
4. Press 2 to select Record Your Normal Greeting
5. Press 2 to start recording, record greeting

Note*: Press 2 to stop recording*.

6. Follow system instructions to save greeting

To Record Your Out-Of-Office Personal Greeting:

1. After accessing voice-mail, press 3 to select Phone Manager option
2. Press 1 to select Personal Options
3. Press 3 to select Record Personal Greeting
4. Press 3 to select Record Your Out-Of-Office Greeting
5. Press 2 start recording your Out-Of-Office Greeting

Note*: Press 2 to stop recording*.

6. Press * to save and implement your Out-Of-Office Greeting

To Remove Your Out–Of-Office Greeting:

1. After accessing voice-mail, press 4 to Remove your Out-Of-Office Greeting

To Record Your Name:

1. After accessing voice-mail, press 3 to select Phone Manager option
2. Press 1 to select Personal Options
3. Press 5 to record your name
4. Press 2 to start

Note*: Press 2 to stop recording*

5. Press 5 to save the recording

To Change Security Code:

1. After accessing voice-mail, Press 3 to select Phone Manager option
2. Press 1 to select Personal Options
3. Press 4 to change security code.

Note: Select a code between 4 and 12 digits

To Forward Your Phone To Voice Mail:

1. Pick up handset, Dial *87440 and hang up. This forwards calls when the line is busy
2. Pick up handset, Dial *67440 and hang up. This forwards calls when no one answers

To Retrieve A Deleted Message:

Note: You can only retrieve deleted messages if you haven't exited out of the voicemail system yet.

1. Go to the Main Subscriber Menu

*Note: Using the * key will move you back one menu. Be careful when doing this though because if you press the * key while in the Main Subscriber Menu you will exit the voicemail all together.*

2. Press 7 to Listen To Deleted Messages
3. Press 4 to retrieve the deleted message

End Help Sheet