

## Login Instructions:

Dial **8-9222** from your phone to immediately access your mailbox. To access a mailbox associated with a different extension than the phone you're calling from, dial **8-9333**.

*Contact us to disable the default home station immediate access feature.*

### Logging in for first time?

You will be prompted to enter a **six digit or longer** password and speak the name of your mailbox. Your spoken name will identify your voice mailbox to callers if you do not also record a personal greeting.

## Recording Greetings:

To record a personal greeting, log in to your voice mailbox and select **0** for mailbox options.

Press **1** to record your *personal* greeting.

Press **4** to record a *temporary* greeting. Use the *temporary* greeting when you'll be unable to answer phone calls for a specific reason or time and you don't want to overwrite your *personal* greeting. Return to this menu to erase your temporary greeting.

## Transferring to Voicemail:

To transfer a caller directly to a WOU voice mailbox, press **transfer** on your phone, then dial **8-9444**, enter the five digit extension of the destination mailbox, press **#**, then press **transfer** or **complete**.

*Contact us to assign a dedicated button for this function if you use it often.*

## Listening to messages:

After logging in to your mailbox, press **1** to listen to your messages.

Press **2** to repeat the message.

Press **7** to delete the message. The next message will automatically play.

Press **8** to forward the message to another mailbox. *enter five digits for destination mailbox*

### Playback control:

**#**: Skip Forward

**\***: Skip Backward

**0**: Pause / Unpause

**4**: Previous Message

**6**: Next Message

*Messages are stored as voicemail for 31 days.*

## Call Coverage:

Press **\*8** to direct incoming calls to your voicemail without ringing your extension

Press **#88** to disable immediate call coverage.

## Email Forwarding:

Voicemail messages can be forwarded as email attachments to any requested WOU address(es). Mailboxes can also be configured to only forward messages as email and bypass storage in the external voicemail system.

## Useful Tips:

Press **0**, then **5** to change your voicemail password from the mailbox options menu.

Press **3**, then **5** from the main menu to create a new voicemail message.

Press **3** after a message is played to hear advanced operations including:

**1** to create a new voicemail in reply if the caller was from Western.

**2** to call back the caller if a caller ID is available. *An authorization code is required if the caller was from a long distance number.*

**3** to hear the length, date, and calling number of the caller.

You can skip the voicemail greeting when calling another WOU extension by pressing **#** after the greeting begins to play.



### Questions?

Call UCS Telecommunications at  
**8-8010 or [telecom@wou.edu](mailto:telecom@wou.edu)**