University of Massachusetts

Job Aid: Voice Mail/ Unified Messaging

Main Menu

Listen to Unread Messages	1
Listen to Read Messages	2
Send a Message	3
Options Menu	4
Change Location	5
Browse Folder	6
Future Delivery	7
Review Location	8
Call a Contact	9
Return to Auto Attendant	0
Disconnect	*
Make Current Call ID Default Extension	#

Listen to Messages

* Back to Main Menu

- 1 Review
- 2 Skip
- 3 Move to Deleted Folder
- 4 Reply
- 5 Forward
- 6 Time/Date Stamp
- 7 Rewind
- 8 Print Fax
- 9 Callback Sender
- 0 Transfer to Operator
- # Skip to Next Message Without Changing Status

Options Menu

* Back to Main Menu

- 1 Record Menu
- 2 Locations Calendar
- 3 Notification Menu
- 4 Distribution Lists
- 5 Call Transfer Menu
- 7 Play Active Options
- 9 Change Password

Record Menu

- 1 Record personal Greeting
- 2 Record Internal Personal
- 3 Record Unavailable Greeting
- 4 Record Internal Unavailable
- 5 Record Busy Greeting
- 6 Record Internal Busy
- 7 Record Customize Greeting
- 8 Record Location Greeting
- 9 Record Name Greeting
- * Back to Options Menu

Notification Menu

- 1 Turn Notification On/Off
- 2 Review Notifications
- 3 Modify Notifications
- 4 Add Notification
- 5 Delete Notification
- * Back to Options Menu

Distribution Lists

- 1 Listen to Distribution List
- 2 Add Distribution List
- 3 Modify Distribution List
- 4 Delete Distribution List
- * Back to Options Menu

Call Transfer

- 1 Call Screening On/Off
- 4 Call Queuing On/Off
- 5 Call Forwarding On/Off
- * Back to Options Menu

Change Password

- 1 Listen to Numeric Password
- 2 Set Numeric Password
- 3 Clear Numeric Password
- * Back to Options Menu

Tip: Identify your Extension Number: # * 1 1 3

If you need assistance, contact the Help Desk at x4357