

## Guide to Using Voicemail Messaging

Michael Wagner - 2023-04-08 - Comments (0) - Telephone

### Logging in to SOU's voicemail system

To check your voicemail from your desk:

1. Press the **voicemail button** or dial '**27000**' if you are on campus.
2. Enter your **PIN** and press the '#' key

To check your voicemail from a different location:

1. Dial '**27000**' if you are on campus, or '**541-552-7000**' from off campus
2. Press the '#' key
3. Enter the **5-digit extension** followed by the '#' key, or wait for the PIN prompt.
4. Enter your **PIN** followed by the '#' key.

### Recording your name and personal greetings

#### Recording your name

1. Press '**5**' on the Main Menu
2. Press '**2**' on the Voicemail options menu
3. **Record your name** and press '#' when done
  - You will be prompted with the **Recording Menu** to approve/delete your name:
    - Press '**1**' to listen to your name
    - Press '**2**' to accept your name
    - Press '**3**' to delete and re-record your name
    - Press '\*' to cancel recording

#### Recording your Personal Greeting

1. Press '**5**' on the Main Menu
2. Press '**1**' on the Voicemail options menu
3. Select the greeting to record
  - Press '**1**' for standard greeting
  - Press '**2**' for Out of the Office greeting
  - Press '**3**' for an Extended Absence greeting
  - Press '\*' to cancel
4. **Record your greeting** and press '#' when done
  - You will be prompted with the **Recording Menu** to approve/delete your greeting:

- Press '**1**' to listen to your greeting
- Press '**2**' to accept your greeting
- Press '**3**' to delete and re-record your greeting
- Press '\*' to cancel recording

### To select an active greeting

1. Press '**5**' on the Main Menu
2. Press '**3**' on the Voicemail Box Options Menu
3. You will be prompted with the **Active Greeting Menu**
  - Press '**1**' to listen to all greetings
  - Press '**2**' to choose the standard greeting
  - Press '**3**' to choose the Out of the Office greeting
  - Press '**4**' to choose the Extended Absence greeting
  - Press '**5**' to choose the default greeting
  - Press '\*' to cancel

### Changing your PIN

1. Select '**5**' from the main menu
2. Select '**5**' from the Voicemail Box Options menu
3. Enter your **Old PIN** followed by the '#' key
4. Enter your **New PIN** followed by the '#' key
5. Re-Enter you **New PIN** followed by the '#' key

### The Main Menu

- Press '**1**' to listen to inbox messages
  - Once you listen to all new messages, the message waiting indicator on your telephone will turn off.
- Press '**2**' to listen to saved messages
- Press '**3**' to listen to deleted messages
- Press '**4**' to send a message
- Press '**5**' for Voicemail box options
- Press '**8**' to Log off
- Press '\*' to Replay the Menu

For a full chart of the menus, please see the Attachments section at the bottom of the page.

### The Message Menu

- Press '**1**' for message information
- Press '**2**' to replay the current message
- Press '**3**' to save the message
- Press '**4**' to delete the message
- Press '**5**' to forward the message

- Press '#' to play the next message
- Press '\*' to cancel the current action

### **Forwarding a message**

- Press '1' to include a comment
  1. Record your message
  2. Press '#' when done recording
  3. You will be prompted with the **Recording Menu** to approve/delete the comment:
    - Press '1' to listen to your recording
    - Press '2' to accept the recording
    - Press '3' to delete and re-record the recording
    - Press '\*' to cancel recording
- Press '2' to forward the message without adding a comment
- Press '\*' to cancel
- **Enter the 5-digit extension** to which the message is to be forwarded.

### **Accessing your voicemail from the Web**



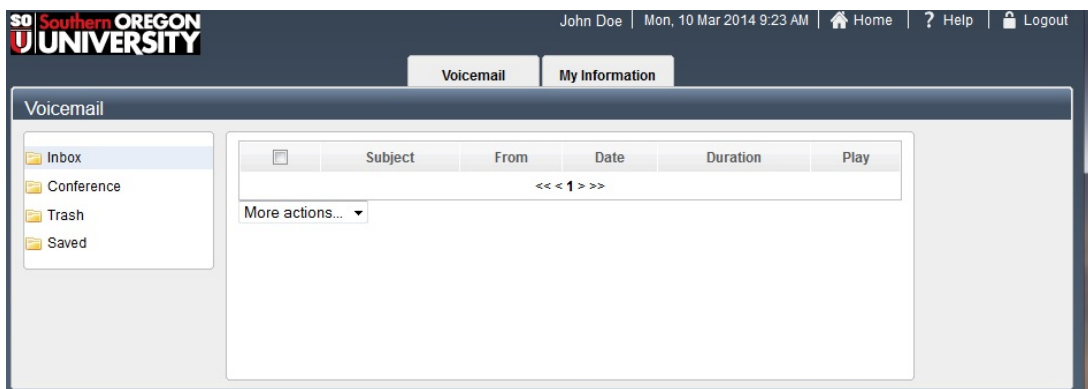
### Getting logged in

The new voicemail system has a web interface to help you better manage your messages and personal information. To access the web interface:

1. If you are off campus you will need to connect using either [Remote Desktop](#) or [SOU's VPN service](#).
2. Open a web browser to the address <https://vmail.sou.edu>
3. Your User ID is your **5-digit extension**.
4. The PIN is your **regular network login password**.
5. Click on the Login button

### The voicemail Dashboard



The voicemail Dashboard allows you to listen to and manage your voicemail from your computer.



### Managing your messages

#### To listen to your messages

1. Select the mailbox containing the desired message
  - o New messages will be highlighted as **bold** text
2. If you are using Safari:

1. Click on the  button, you will see a "Loading..." icon (the message waiting indicator light on your telephone will turn off).
  2. Right-click on the "Loading..." icon and select "Download File"
  3. Select the File in the downloads to open it in iTunes.
3. If you are using another browser:
1. Click on the  button to the right of the message (the message waiting indicator on your telephone will turn off).

### **Renaming Messages**

The web interface allows you to rename a message so that it is easier to find later, simply click on the subject of the message and enter your desired subject (up to 40 characters in length).

### **Updating your personal information**

To update your personal information, click on the "**My Information**" tab at the top of the Dashboard screen. The information in the Contact Information screen **is not used**.

The screenshot shows the 'My Information' settings page for voicemail. At the top, there is a header with the Southern Oregon University logo, the user name 'John Doe', the date and time 'Mon, 17 Mar 2014 10:08 AM', and navigation links for 'Home', 'Help', and 'Logout'. Below the header are two tabs: 'Voicemail' and 'My Information'. The 'My Information' tab is active, and the 'Unified Messaging' link in the left-hand navigation menu is highlighted. The main content area is divided into several sections:

- Password:** Two text input fields for 'Password' and 'Confirm Password', both containing eight dots. A note below states: 'This is used for log in into the user portal or XMPP. Minimum length is 8'.
- Voicemail PIN:** Two text input fields for 'Voicemail PIN' and 'Confirm Voicemail PIN', both containing eight dots. A note below states: 'This is used for log in to voicemail. Numeric PINs are recommended, since only numbers can be dialed. Minimum length is 4'.
- Active greeting:** A dropdown menu set to 'Default system greeting'. A note below states: 'Voicemail prompt callers will hear before leaving a message.'
- Primary E-mail:**
  - E-mail address:** A text input field containing 'DoeJ@sou.edu'.
  - Voicemail notification:** A dropdown menu set to 'E-mail notification'. A note below states: 'The voicemail messages can be attached to the notification e-mail or not.'
  - E-mail format:** A dropdown menu set to 'Medium'. A note below states: 'This controls the format of the email sent for voicemail message notification. The formats are:'.
  - Attach audio:** A checked checkbox. A note below states: 'If checked, the voicemail message will be attached to the notification e-mail. Otherwise, the e-mail will contain a link to retrieve voicemail message.'
- Additional E-mail:**
  - Additional e-mail address:** An empty text input field.
  - Voicemail notification:** A dropdown menu set to 'No notification'.

An 'Apply' button is located at the bottom of the settings area.

## Update your PIN, Password, and E-mail notification settings

From the 'My Information' tab, click on the **Unified Messaging** link on the left-hand side of the screen.

### Your password

This password is set to your default network password, therefore cannot be set or changed here.

### Changing your PIN

1. Enter your new PIN
2. Confirm your new PIN
3. Click on the '**Apply**' button

### Changing/Activating a greeting

1. Click on the **Active Greeting** Drop-down menu
2. Select one of the following Greetings:
  - o Default System greeting
  - o Standard
  - o Out of Office
  - o Extended absence
3. Click on the '**Apply**' button

## Changing your e-mail settings

- **E-mail address:** The primary e-mail address is set to your SOU e-mail address and cannot be changed.
- **Voicemail Notification:** Using the **Voicemail Notification** drop-down menu, you can enable or disable e-mail notifications for new voicemail
- **E-mail format:** Here you can select the type of e-mail you would like to receive:
  - **Full:** The e-mail will include the **message length, telephone number** from which the call originated (if the call came from on campus, the caller-ID information will also be included), and a **link to listen** to the message on the web.
  - **Medium:** The e-mail will include the **message length, and telephone number** from which the call originated (if the call came from on campus, the caller-ID information will also be included)
  - **Brief:** The e-mail will include the **message length** and the **telephone number** from which the call originated (if the call came from on campus, the caller-ID information will also be included).
- **Attach Audio:** If this box is checked, you will receive a sound file **attached to your e-mail** so that you can listen to your message from your computer or smart phone. This also allows you to archive e-mail if you choose to do so.

You can also add an additional e-mail address, if you'd like to receive voicemail notification at a second e-mail address.