



# Getting Started with Voicemail Using a Touchtone Telephone



Follow these steps to get started using your WSU voicemail system with any touchtone phone. The most frequently used options are highlighted on this guide.

## Access Voicemail

### From your desk phone

Dial	Extension <b>8558</b> .
Enter	Password and # <b>Your initial password is the number 8.</b> The system will prompt you to change your password.

### From a different phone or extension

Dial	<b>978-8558</b> or extension <b>8558</b> .
* and #	To access a different mailbox/extension.
Enter	Mailbox/extension.
Enter	Password and #

## Changing a voicemail password

### Access voicemail.

5	Personal Options menu.
4	Change Password.

### Password rules

- At least 5 long; maximum length is 15
- Contain numbers only (0-9)
- Must be different from your telephone extension
- Do not contain special characters such as \* #

### Password Locks

After four (4) unsuccessful logon attempts, your password will automatically lock! Call Telecommunications at 978-3535 during regular business hours to have your password unlocked.

## Spoken Name Greeting

The first time you access voicemail, you'll be prompted to record your *Spoken Name*.

The *Spoken Name* can be re-recorded at any time. For example, if a mailbox/extension is reassigned, your name has changed or you simply don't like the sound of your previously recorded *Spoken Name*, change it!

### Record your Spoken Name

#### Access voicemail.

5	Personal Options menu.
5	Record your name.

## Who do I call for Help?



During regular business hours, call **978-3535** for assistance from Telecommunications.

## On-line Help

Logon to <http://mywsu.wichita.edu>. Select the *tab Help for Faculty/Staff* and in the General Help channel, click on *WSU Voicemail Upgrade*. Or go to <http://wichita.edu/ucats>, select Telecomm, WSU Voicemail in the left navigation bar.

Modular Messaging contains robust on-line help. (At this time, not all Modular Messaging options are available.)

## Personal Greeting and Sample Scripts

The *Personal Greeting* is played when the extension is busy or unanswered.

### Record your Personal Greeting

#### Access voicemail.

3	Personal Greeting menu.
1	Record Greeting menu.
1	Record Personal Greeting (samples below).
#	Save and approve the greeting.
1	Edit the greeting.
* and 3	Delete the greeting.

### Sample Scripts

This is (*your name*) at Wichita State University and it is (*day, date*). I am in the office today but unable to take your call. Please leave your name, number and a brief message, I'll return your call as soon as possible. Thank you.

This is (*your name*) at Wichita State University. I am currently out of the office and will return on (*day, date*). Please leave your name, number and a brief message, I'll return your call as soon as possible. Thank you.

You have reached (*your name*) at Wichita State University. Please leave your name, number and a brief message, I'll return your call as soon as possible. Thank you.

## Get Messages

### Access voicemail.

2	Get Messages menu, select one:
0	Listen to the message.
1	Respond to or forward the message.
* and 3	Delete the message.
2 and 3	Replay header (date, time, number).
#	Save the current message and skip forward.

## Message Playback Options

1	2 Rewind	3 Pause/Resume
4 Louder	5 Skip backward	6 Skip forward
7 Quieter	8 Slower	9 Faster
* and 0 Replay from start	#	

## General Tips

When calling a WSU extension and your call is sent to their voicemail: Skip the greeting, record a message, press 1

### From your desk phone:

Send All Calls to voicemail <b>from a dial tone:</b>	* and 3
To cancel Send All Calls, <b>from a dial tone:</b>	# and 3

### Access voicemail.

Press * and 4	Help.
Press * and 7	Back to Activity Menu.