



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	8558.
Enter	Password and	#
Your initial password is the number 8. The system will prompt you to change your password.		

From a different phone or extension

Dial	978-8558	or extension	8558.
*	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	3
	Rewind	Pause/Resume
4	5	6
Louder	Skip backward	Skip forward
7	8	9
Quieter	Slower	Faster
*	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

From your desk phone:

Send All Calls to voicemail **from a dial tone:** * and 3

To cancel Send All Calls, **from a dial tone:** # and 3

Access voicemail.

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