UM FAQ

Arabella Handy on October 1, 2016

Unified Messaging Voicemail Overview [1]

1. What is Exchange Unified Messaging (UM)?
2. Why are we changing to UM from the previous voicemail system?
3. Is there a fee for the new voicemail service?
4. What telephone numbers are supported with the new voicemail service? [2]

Outlook Voice Access [3]

2. What are the Outlook Voice Access menu options? [5]
3. How do I access and setup my voicemail for the first time?
4. How do I change my personal identification number (PIN)? [6]

Voicemail [12]

1. How do I listen to a voicemail message via voice access? [13]
2. How do I reply to a voicemail message? [14]
4. How do I send an express voicemail message? [16]
5. How do I listen to a voicemail via touch tone? [17]
6. Can I move my old voice messages to the new Unified Messaging system? [18]
7. Can I retrieve old messages from the previous voicemail system? If so, how? [19]
8. How do I save old messages from the previous voicemail system?
9. Do voicemail messages count against my mailbox quota?
10. If I delete a voicemail message from my Outlook email inbox, am I still able to listen to the message from my phone? [20]
11. What is OWA?
12. What voicemail functions can I manage through OWA?
13. Is it okay for people to leave me confidential information, such as patient or personal information, on a UM voicemail message? [21]
14. Are "secure" voicemail messages allowed with UM voicemail? [22]
15. Why is the voicemail text preview (transcription) inaccurate?
16. How do I disable voicemail text preview?
17. How do I choose the touchtone keypad interface on my phone, instead of having to talk to the system?
18. How do I setup Call Answering Rules for voicemail?
19. Will the University be providing training sessions for the new voicemail system?

Cisco Phone Quick Start Guides [23]

Unified Messaging Voicemail Overview

What is Exchange Unified Messaging (UM)?

Unified Messaging (UM) is the new term for our advanced voicemail technology that utilizes the Exchange e-mail system to record and deliver voicemail messages.

Why are we changing to UM from the previous voicemail service?

The previous voicemail system will reach end of service life in July 2013 and must be replaced. Exchange UM integrates well with our existing systems, provides a number of new features, and is cost-effective.

Is there a fee for the new voicemail service?

No. There is no fee for voicemail. Billing for the old voicemail system will end effective June 2013. You will not be billed for voicemail beginning July 2013.

What telephone numbers are supported with the new voicemail service?

Unified Messaging is attached to the campus Centrex and Medical Center Cisco phone systems. Any time it asks to dial a phone number or redirect a phone number, you must enter in a number that is valid from a campus extension such as telephone numbers beginning with prefixes 476, 502, 514, or Medical Center extension such as numbers beginning with prefixes 476, 502, 514, 353 and 885 on the Cisco platform. However, customers located at the Neuroscience Building at Mission Bay using the aforementioned prefixes are not part of this service offering and will continue to use the Medical Center Siemens voicemail solution.

- For telephone numbers beginning with prefix 597, the AT&T voicemail solution is available.
- For telephone numbers beginning with prefix 206, please contact the IT staff at SFGH.

Outlook Voice Access

What is Outlook Voice Access?

Using your touch-tone phone, you can access the Outlook Voice Access system by dialing 6111 or 476-1111 to retrieve voicemail and email messages, and your calendar. Outlook voice access includes both voice activated and touch tone options.
Outlook Voice Access allows you to complete the following tasks:

- Retrieve, listen to, reply to, create, and forward voice or e-mail messages.
- Listen to or change calendar information.
- Change personal options, such as changing a PIN, or call or send a voice message to a personal contact.

What are the Outlook Voice Access menu options?

**Voicemail**: Listen to new voicemail messages and delete messages.

**Email**: Listen to new email messages and delete messages.

**Calendar**: Listen to your schedule for the day, send "I'm running late messages", cancel meetings or contact the meeting organizer.

**Personal Contacts**: Call a personal contact or locate.

**Directory**: Locate a contact by first name and last name.

**Personal Options**: Change settings for your mailbox including your PIN.

Note: This menu option is not voice activated and requires you to use a keypad when entering options.

How do I access and setup my voicemail for the first time?

1. Call the Outlook Voice Access number appropriate for your location as listed below:

<table>
<thead>
<tr>
<th>From</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus phone</td>
<td>x61111 or press the msg. wait light button on your phone</td>
</tr>
<tr>
<td>Off campus phone</td>
<td>(415) 476-1111</td>
</tr>
<tr>
<td>Mobile phone</td>
<td>(415) 476-1111</td>
</tr>
</tbody>
</table>

2. Enter your Personal Identification Number (PIN), and press #.

3. If this is your first time logging in, enter your temporary PIN and press #. You will be
prompted to select and enter a new PIN.

Your temporary PIN is located in the "Welcome to Exchange Unified Messaging" email you received in your Exchange inbox when your account was setup.

Additional instructions for accessing your voicemail by phone or by email are available by clicking on the link below to open the Getting Started with UM tutorial:

Getting Started with UM [24] (PDF)

How do I change my Personal Identification Number (PIN)

To change your PIN, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login.
2. From the Outlook Voice Access Main Menu, say Personal Options.
3. Press 3 to change your PIN.
4. Enter your new PIN, and then press #.
5. Press # again to confirm your new PIN.
How do I retrieve a lost PIN?

If you cannot remember your PIN, you can have a temporary PIN emailed to you through Outlook Web Access. To retrieve a temporary PIN, complete the following steps:

1. Go to [http://mail.ucsf.edu](http://mail.ucsf.edu) [25]
2. Enter your UCSF campus domain Username and Password.
3. Click Sign In.
4. In the upper right corner, select Options ? See All Options
5. From the left menu, select Phone. Your Voicemail options display.
6. Locate the Reset PIN section. Click the Reset my voice mail PIN link. You will receive an email with a temporary PIN. Use this temporary PIN to access your voicemail. When prompted, enter a new PIN.

How do I record my name?

It is highly recommended to record a personal greeting and your name to personalize your mailbox. If you do not record your name, callers will hear a computer-recorded voice that speaks your name.

1. Call Outlook Voice Access using the number appropriate for your location and login.
2. From the Outlook Voice Access Main Menu, say Personal Options.
3. Press 2 to record greetings
4. Press 3 to record your name.
   - To accept your recording, press 1.
   - To reject your recording and re-record, press 2.

How do I record an internal Greeting?

When you are away from your phone or on the line, callers can hear a short greeting.
1. Call Outlook Voice Access using the number appropriate for your location and login.
2. From the Outlook Voice Access Main Menu, say **Personal Options**.
3. Press 2 to record greetings.
4. Press 1 to record an internal greeting.
   - To accept your greeting, press 1.
   - To reject your greeting and re-record, press 2.

Sample Greetings:

Sample 1: Thank you for calling. You have reached the voicemail box for __________. Please leave a detailed message and I'll return your call as soon as possible.

Sample 2: Thank you for calling. You have reached the voicemail box for __________. Please leave a detailed message and I'll return your call as soon as possible.

When finished leaving your message, you may press # for additional options or hang up. In the future, you may press # to bypass this greeting and leave a message.

**How do I record an external Greeting?**

To record your out of office message, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login.
2. From the Outlook Voice Access Main Menu, say **Personal Options**.
3. Press 2 to record greetings.
4. Press 2 to record a greeting for when you are out of the office.
   - To accept your greeting, press 1.
   - To reject your greeting and re-record, press 2.

**How do I activate touch tone menu options?**

By default, Outlook Voice Access is voice-activated. However, you have the option of disabling the voice commands and enabling your touch-tone keypad.

To enable your touch-tone menu options, complete the following steps:

1. Dial Outlook Voice Access for your location and login to your account.
2. Say **Personal Options**.
3. Press 4 to start using the touch-tone interface.
4. Press * to return to the Main Menu.

**Touch tone option when listening to voicemail:**

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, press 1 for voicemail. Your most recent voicemail message is read.
3. While listening, press any of the following:
   - Press 11 to move back to the beginning of the message.
   - Press 2 to pause the message.
   - Press 3 to fast-forward and skip portions of the message.
   - Press 6 to have the message play faster.
Press 33 to go to the end of the current message.

4. After listening, press any of the following:
   - Press # to move to the next message in your mailbox.
   - Press 7 to delete the message.

5. Press 00 to return to the main menu.

Note: When you delete a voicemail using the telephone system, the voicemail (email with sound file attachment) is also deleted from your Outlook mailbox.

The Microsoft UM Quick Start Guides for Outlook Voice Access 2010 (OVA) contain a reference sheet showing the Exchange 2010 Mailbox Unified Messaging navigation system and options. The PDF has two pages, one for Touchtone Access and one for Voice Access.

Click here to open the Quick Start Guides! [PDF]

Voicemail

When you say “Voicemail” from the Outlook Voice Access Main Menu, you will receive a summary of your most recent messages. The system begins by reading your first message out loud.

You have the following voice-activated options when listening to voicemail:

- **Play** plays the current message.
- **Next Message** marks the current message as read and skips to the next message.
- **Delete Message** deletes the current message.
- **End** jumps to the end of the message.
- **Reply** records a reply to the email message.
- **Reply All** records a reply to the email that is sent to all recipients.
- **Mark as Unread** marks the message as unread and go to the next message.
- **Main Menu** returns to the main menu.

How do I listen to a voicemail message?

To listen to voicemail, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, say **Voicemail**. Your most recent voicemail message is read.
3. While listening, say any of the following options:
   - **Beginning** to move back to the beginning of the message.
   - **Pause** to pause the message.
   - **Fast Forward** to fast-forward, and skip portions of the message.
   - **Faster** to have the message read more quickly.
   - **Play** to continue playing the message.
   - **End** to go to the end of the current message.
4. After listening, say one of the following options:
   - **Next Message** to move to the next message in your mailbox.
   - **Delete Message** to delete the message.
5. **Main Menu** to return to the main menu.
Note: When you delete a voicemail using the telephone system, the voicemail (email with sound file attachment) is also deleted from your Outlook mailbox.

**How do I reply to a voicemail message?**

To reply to a voicemail message, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, say **Voicemail**. Your most recent voicemail message is read. If necessary, say **Next Message** repeatedly until you locate the desired message.
3. Say **Reply** to reply to the message. When prompted, record your message. Press # when you are finished.

**How do I forward a voicemail message?**

To forward a voicemail message, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, say **Voicemail**. Your most recent voicemail message is read. If necessary, say **Next Message** repeatedly until you locate the desired message.
3. Say **Forward** to forward the message. Outlook Voice Access will ask you to search the directory to locate the name of the person you wish to send the message to. For the person you wish to find, say the last name first or spell their email address. When prompted, record your message.

**How do I send an express voicemail message?**

Express messaging is a feature that allows you to compose a voicemail message and send it to one or more recipients.

To send an express message, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.
2. When prompted, press 5 to compose a Message.
3. Search the directory for a recipient. You have the following options:
   1. Press ## to find the person by their email address.
   2. Press # if you know the extension of your party.
   3. Press 00 to use your personal contacts.
   4. Press * to cancel.
4. Use the keypad to spell the name of the recipient, last name first. The system will retrieve possible results and ask you to select the correct person.
   1. Press ## to find the person by their email address.
   2. Press # if you know the extension of your party.
   3. Press 00 to use your personal contacts.
   4. Press * to cancel.
5. Compose your message or continue adding recipients.
   1. Press 1 to record your message.
   2. Press 2 to add another recipient.
   3. Press 3 to remove the last recipient.
   4. Press * to cancel.
   5. Press 0 to repeat options.
6. After recording your message, select one of the following:
   1. Press 1 to accept it and set message options.
   2. Press 2 to replay it.
   3. Press 3 to delete and re-record.
   4. Press 4 to continue recording.
   5. Press * to cancel.
7. Select one of the following to set message options:
   8. Press # to send your message immediately.
   1. Press 1 to set your message with high importance.
9. When finished, hang up.

**How do I listen to voicemail via touch tone?**

To listen to voicemail, complete the following steps:

1. Call Outlook Voice Access using the number appropriate for your location and login to your mailbox.

<table>
<thead>
<tr>
<th>From</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus phone</td>
<td>x61111 or press the msg. wait light button on your phone</td>
</tr>
<tr>
<td>Off campus phone</td>
<td>(415) 476-1111</td>
</tr>
<tr>
<td>Mobile phone</td>
<td>(415) 476-1111</td>
</tr>
</tbody>
</table>

2. When prompted, press 1 for voicemail. Your most recent voicemail message is read.

3. While listening, press any of the following:
   a. Press 11 to move back to the beginning of the message.
   b. Press 2 to pause the message.
   c. Press 3 to fast-forward and skip portions of the message.
   d. Press 6 to have the message play faster.
   e. Press 33 to go to the end of the current message.

4. After listening, press any of the following:
a. Press # to move to the next message in your mailbox.

b. Press 7 to delete the message.

i. Note: When you delete a voicemail using the telephone system, the voicemail (email with sound file attachment) is also deleted from your Outlook mailbox.

c. Press 00 to return to the main menu.

**Can I migrate my old voice messages to the new Unified Messaging system?**

No. The old voicemail system does not have the ability to transfer voice messages externally from the system. Saved voice mail messages and recorded greetings will not be migrated from Octel to Exchange. Additionally, Octel voice mail messages cannot be forwarded to Exchange voicemail mailboxes.

**Can I retrieve old messages from the previous voicemail system? If so, how?**

Yes. You can retrieve old voicemail messages by dialing 415-476-6100 and then entering your old password. If you can?t recall what that password was you will need to call the IT Support Desk at 415-514-4100, to have the password reset. Once your phone number has been forwarded to the new voicemail system, you will no longer be able to check your old voicemail messages.

**How do I save old messages from the previous voicemail system?**

You may either use a recorder to re-record your voicemail messages or hire a service to do it for you.

**Use a Recorder:**

1. Look for recording equipment that connects to your computer and a telephone adapter. These can be found online or at stores such as Radio Shack or Best Buy.
2. Plug one end into the jack on the phone and one into the ?mic? jack on the computer.
3. Start the recording software
4. Dial your voicemail box from the phone
6. Save the recorded message as a sound file
7. Test the message. Play it back with audio software to check the sound quality. Make adjustments and re-record if necessary
8. Burn the file to a CD, or save it permanently to an attached storage device or hard drive.

**Service Providers:**

https://www.voicemailsforever.com [27]

https://www.savemyvm.com/services.html [28]
What is OWA?

OWA stands for Outlook Web Application. It is used to access your email from the web at https://mail.ucsf.edu. In addition to accessing your email from the web, logging into OWA will give you access to program several functions on your voicemail.

What voicemail functions can I manage through OWA?

You can reset your PIN, select greetings, manage your voice access, specify your play on phone settings, choose your voicemail preview preferences, and specify your notifications. You can also set up call answering rules.

Is it okay for people to leave me confidential information, such as patient or personal information, on a UM voicemail message?

While it is acceptable for people to leave confidential messages in voicemail, we strongly recommend you treat it like any sensitive electronic information, and delete it as soon as possible after it is no longer needed. It is very easy to accumulate email messages with sensitive information, and keeping as little as possible in your mailbox helps protect you and UCSF.

Are "secure" voicemail messages allowed with UM voicemail?

Yes. Incoming voicemail messages received by the new voicemail system are converted to a conventional email message with transcription and a sound file attached. These messages are stored within the UCSF Exchange mail system and are treated with the same security controls as standard email messages. Email is already used for restricted information; go to the How Secure Email Works tutorial for further information.

Please be aware that automatically forwarding secure or non-secure email and/or voicemail messages from your Exchange email to an external email service is prohibited. Go to Use of Email at UCSF policy for further information.

However, you may choose to manually forward a voicemail message to another campus Exchange email address just as you would any other standard email message. If the message contains restricted data, the subject line of the email should contain one of the following key words including colon:

1. ePHI:
2. PHI:
3. Secure:

If you would prefer not to have your voicemail messages transcribed, follow the directions in How do I disable voicemail text preview?
Why is the voicemail text preview (transcription) inaccurate?

The voicemail preview is not intended to replace the actual recorded message, but rather is intended to be "good enough" to give you the gist of the message so you can quickly triage it. This can be especially helpful when you're trying to sort through a large number of messages or if you're viewing the message on a mobile device and need to determine whether to step away from a meeting to listen to the message and/or return the call. The preview will be less accurate when there is background noise, if there is specialized vocabulary, or if the speaker is speaking softly or has an accent. Messages longer than 90 seconds are not transcribed. You can disable the preview for all messages in the voice mail settings in OWA.

How do I disable voicemail text preview?

1. Login to your Exchange mailbox via OWA https://mail.ucsf.edu [30]
2. Click the Options button in the upper right corner
3. Select See All Options
4. Select Phone in the left side menu
5. Under Voice Mail Preview, uncheck Include preview text with voice messages I receive and/or Include preview text with voice messages I send through Outlook Voice Access

How do I choose the touchtone keypad interface on my phone, instead of having to talk to the system?

After entering your PIN, when prompted say "Personal Options" and then press 4. This will be a permanent change to the touchtone interface. Or, after entering your PIN, press 6 followed by 0 to switch from the voice interface to the touchtone interface for the current session. Make this a permanent change by then pressing 6 followed by 4.

How do I setup Call Answering Rules for voicemail?

Call answering rules allow you to choose how specific calls will be handled when you are away. These rules can be easily configured using the Outlook Web App (OWA) [34].

1. Open OWA [30]
2. Click the Options button near the top-right of the screen.
3. Select See All Options.
4. Click Phone from the left menu.
5. Open Voice Mail tab
6. In the Call Answering Rules section, **click New Rule**, the following window will appear:
7. There are several options that will need to be configured for call answering rules to route properly, please use the following instructions to complete these sections as necessary:

- In the Name field, add a name for the call answering rule that's being created.
- In the Add Conditions field that appears select one of the following options:
  - If the caller dialed my phone extension...
  - If the caller is...
  - If it is during this period...
  - If my schedule shows that my status is (free, tentative, busy or away)...
  - If automatic replies are turned on...

8. In the Add Actions the Caller Can Select field that appears, select as many of the following options as you think appropriate:

Find me at the following numbers...Exchange UM will dial the number(s) you provide, and ring them for the number of seconds you specify. If you provide two numbers, the first one will ring for the specified number of seconds, and if it is not answered, the second number will then ring for the specified number of seconds. If you aren't available at either phone number, the call will go back to the Options menu for the rule.
Transfer the caller to someone else... You must select one of your contacts or provide a phone number. If the call is not answered, the caller can leave a message at the transferred number. You can also specify that the call be transferred directly to voice mail for the transferred number.

If you don't want the caller to be able to leave a message... Exchange UM will allow you to disable voicemail messages by doing the following:

1. Create and name a new rule for no voicemail.

2. Add the appropriate condition under "Add Conditions". The example below is using the "If it is during this period..." condition. Select "Apply".

![Image of Exchange UM interface showing a new rule being created for no voicemail]
3. Under "Provide the Caller with this Menu", select the "X" to delete "Press # to record a voicemail"

4. Under "Greetings and Prompts" click on the **Call the Play on Phone number to record your greeting for this call answering rule**. When prompted, **click Yes** to save the rule.
Don't try to save the rule before clicking the link, since that will close the New Rule window before you can record a greeting.

5. After saving the call answering rule, the **Play on Phone** dialog box will be displayed.

- When dialing the "play on phone" UM will default to your campus number or the number you have entered in the dial link. If you are not at the number in the dial link box, change the number to the number you are at and record the greeting.
- Click the **Dial** link
- The number you have set for **Play on Phone** will be called, and you can pick up the phone and record your greeting by following the prompts.
6. You can maintain the check mark in the "Let callers interrupt the greeting while it's being played" box as this setting does not change the functionality of the rule.

**Note:** If you are using a non-campus number in your call answering rule, you must prefix the number with "+1". You will not be required to prefix a campus number Example:

+14152221212

**Do voicemail messages count against my mailbox quota?**

Yes. If your mailbox goes over quota, you will not be able to receive new voice mail messages and callers will be told that your mailbox is full. Fortunately, most voice mail messages are relatively small (< 50 KB), but we recommend that you make it a habit to delete or archive messages (both e-mail and voice mail) that are no longer pertinent so as to keep your mailbox size down.

**If I delete a voicemail message from my Outlook email inbox, am I still able to listen to the message from my phone?**

No. When you delete a voicemail message in Outlook after listening to it, the message is no longer accessible by phone. If you want to undelete a voicemail message in Outlook, and it is still accessible in the "Deleted Items" folder, you may move it back to your Inbox or any other folder you have created. If you want to access the voicemail by phone again, you must mark the message as "Unread".

When you delete a voicemail message by phone, the message is no longer accessible by email.

**Will the University be providing training sessions for the new voicemail service?**

We are not planning on providing any training at this time. If training becomes necessary we will plan sessions accordingly.
Cisco Phone Quick Start Guides

-Cisco Phone Model 8961 - Quick Start Guide [35] (PDF)
- Cisco Phone Models 7821, 7841, 7861 - Quick Start Guide Part 1 [36] (PDF)
- Cisco Phone Models 7821, 7841, 7861 - Quick Start Guide Part 2 [37] (PDF)

Required Service Information

Unified Messaging Voicemail [38]

Images

![Welcome to Exchange Unified Messaging](image-url)

Welcome to Exchange Unified Messaging

Microsoft Outlook

To: Handy, Arabella

To use your phone to access your e-mail, calendar, and contacts, call your Outlook Voice Access number and enter your PIN at the prompt.

Your access number(s): 4154761111 or 61111
Your number: 22038
Your PIN: 124007
Name: Listen Only Test

Rule Description

Add Conditions
- If the caller is...
- If it is during this period...
- If my schedule shows that my status is...
- If automatic replies are turned on

Add Actions the Caller Can Select
- Find me at the following numbers...
- Transfer the caller to...
- Leave a voice message

Greeting and Prompts
If you don’t record a greeting for this call answering rule, a default greeting will be played. If you record a greeting, be sure to tell callers which key to press to perform a specific action. For example, “Press 1 to find me or press the # key to leave a voice message.”

- Call the Play on Phone number to play or record a greeting for this call answering rule...
- Let callers interrupt the greeting while it’s being played

Save and Close  Cancel

100%
New Rule - Windows Internet Explorer

Name: No Voicemail

Rule Description

If all the following conditions are met:
✓ it is within my working hours

Provide the caller with this menu:
✓ Press # to record a voice message

Add Conditions
If the caller is...
If it is during this period...
If my schedule shows that my status is...
If automatic replies are turned on

Add Actions the Caller Can Select
Find me at the following numbers...
Transfer the caller to...
Leave a voice message

Greetings and Prompts
If you don’t record a greeting for this call answering rule, a default greeting will be played. If you record a greeting, be sure to tell callers which key to press to perform a specific action. For example, “Press 1 to find me or press the # key to leave a voice message.”

Call the Play on Phone number to play or record a greeting for this call answering rule...
✓ Let callers interrupt the greeting while it’s being played
New Rule - Windows Internet Explorer

Name: No Voicemail

Rule Description

If all the following conditions are met:
- it is within my working hours

Add Conditions
If the caller is...
If it is during this period...
If my schedule shows that my status is...
If automatic replies are turned on

Add Actions the Caller Can Select

Provide the caller with the following options...
- Call the Play on Phone number to play or record a greeting for this call answering rule...
- Let callers interrupt the greeting while it's being played

Greetings and Prompts

If you don't record a greeting for this call answering rule, a default greeting will be played. If you record a greeting, be sure to tell callers which key to press to perform a specific action. For example, "Press 1 to find me or press the # key to leave a voice message."

Call the Play on Phone number to play or record a greeting for this call answering rule...
Let callers interrupt the greeting while it's being played

Before you can record greetings and prompts, you need to save this call answering rules. Would you like to save?

Yes No

Save and Close Cancel

Local intranet | Protected Mode: On

Greeting and Prompts

If you don't record a greeting for this call answering rule, a default greeting will be played. If you record a greeting, be sure to tell callers which key to press to perform a specific action. For example, "Press 1 to find me or press the # key to leave a voice message."

Call the Play on Phone number to play or record a greeting for this call answering rule...
Let callers interrupt the greeting while it's being played

Save and Close Cancel

Local intranet | Protected Mode: On
Reset PIN

Reset the PIN you use to access your mailbox temporary PIN from the phone the next time you

Reset my voice mail PIN…

Attachments

[attachment:touchtone_and_voice_access_guides_0.pdf]

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

Site Login Site Index

Suggest an IT Improvement | © UC Regents

Source URL: https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq

Links:
[1] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#background
[2] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#whatisvos
[3] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#voiceaccess
[4] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#vamenuoptions
[5] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#recordname
[6] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#internalgreet
[7] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#externalgreet
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[9] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#listento
[10] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#reply
[12] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#canimove
[13] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#caniretrieve
[14] https://it.ucsf.edu/services/unified-messaging-voicemail/um-faq#canmoveandstore
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