# Voicemail Quick Reference Guide

(This Quick Reference Guide uses the touch-tone system. To begin using the touch-tone system, press any key, then 0.)

## Voicemail Access Numbers

- **Centrex users:** on-campus, dial 5-6442; off-campus, dial 801-585-6442
- **Avaya users:** on-campus, dial 7-0099; off-campus, dial 801-587-0099
- **Skype for Business users:** on-campus, dial 7-0080; off-campus, dial 801-587-0080

## Change Your PIN

**Reset your PIN:**
- Go to [http://webtools.umail.utah.edu/#/login](http://webtools.umail.utah.edu/#/login)
- Sign in with your uNID@umail.utah.edu and CIS password.
- Select **User Settings** on the top toolbar.
- Go to the **Mailbox Settings** tab. Under Voicemail, select **Reset Voicemail PIN**.
- Select the **Set Lync Dial-In Conference PIN** option.
- Enter a new PIN and select **Set PIN**.

**Recommended PIN criteria:** At least 6 digits long. It should not be your extension and should be unique.

## Retrieving Messages

**From the main menu, press:**
- [1] for voice messages
- [2] for email messages
- [3] for calendar messages

**While listening to messages, press:**
- [1] to rewind
- [1], then [1] to rewind to the beginning
- [3] to fast forward
- [3], then [3] to forward to the end
- [#] to skip message/play next message
- [*] to exit

## End of Message Options

**Press:**
- [1] to replay
- [2] to call back
- [4], then [4] to flag message for follow up
- [5] for envelope information
- [6] to forward the message
- [7] to delete
- [8] to reply to sender
- [9] to mark as unread
- [1], then [1] to go back to previous message
- [#] for next message
- [*] to exit

## Composing & Sending a Message

**To compose a message:**
- From the main menu, press [5].
- If you know the extension, press [#], and enter the extension. Otherwise, follow the prompts.
- Press [1] to record your message.

**Message options:**
- [1] to accept and set message options
- [2] to replay
- [3] to erase and rerecord
- [4] to continue recording
- [*] to cancel delivery after accepting message

**When you are finished recording, press [#].**

## Record Your Greeting

**Your personal greeting plays when you do not answer the call.**

**To record your personal greeting:**
- From the main menu, press [6], then [2], then [1].
- Record your greeting, and press the [#] key.

**Record your greeting for when you are away:**
- From the main menu, Press [6], then [2].
- Press [2] to play a greeting when automatic replies are turned on.
- Press [1] to record your greeting, then press [#].

## Sample Greeting

**Intro:**
“Hi, you’ve reached YOUR NAME with YOUR DEPT.”

**Status:**
- “I am in the office, but I’m either on my phone or away from my desk.”
- “I am in the office, but will be in meetings all day.”
- “I am out of the office on business.”
- “I am out of the office on vacation until DATE.”

**Conclusion:**
“If you leave a message with your name and number, I will call you back at my first opportunity. Thank you for calling.”