User Guide
for the
Coral
Phone System
and
T3 Voice Mail System
Accessing Help on Using the Phone System

Help Desk

581-4000 option 1

The following materials may be found on-line:

The Coral User Guide:
http://www.it.utah.edu/services/phones/coral/CoralUserGuide.pdf

The Coral Quick Reference Guide:
http://www.it.utah.edu/services/phones/coral/coralquickref.pdf

Unified Messaging Set-up Instructions:
http://www.it.utah.edu/services/phones/coral/unified_msg.html
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Your phone set may have a pre-programmed key for each feature followed by an * throughout this document.

**Answering Calls**

- When your telephone rings, simply pick up the handset OR press the **SPKR** key to activate the two-way speaker phone.

**Boss Groups**

- A **Boss Group** allows calls to one extension number to ring and be answered at more than one phone set/location.

**Boss Group: Call Forward All:**

- If there is no one in the Boss Group available to answer incoming calls (e.g., you all go to a team meeting), you can forward all incoming calls to that Boss Group number to a different extension where they can be answered.

1. Using the Navigator keys scroll to **BG:FWA** on your LCD display and press the soft key.
2. Press the **Fwd – All** soft key.
3. Dial your 5-digit boss group EXTENSION number.
4. Press the **Dest** (destination) soft key.
5. Enter the 5-digit EXTENSION within your system where calls are to be forwarded.
6. Press the **SPKR** key to save and exit.

**Boss Group: Cancel Call Forward All:**

1. Using your Navigator keys scroll to **BG:FWA** on your LCD display and press the soft key.
2. Press the **Fwd – All** soft key.
3. Dial your 5-digit boss group EXTENSION number.
4. Using your Navigator keys scroll to Cancel on your LCD display and press the soft key.
5. Press the **SPKR** key to save and exit.
Call Divert (Divert VM)*

- **Call Divert** allows you to divert an incoming call to another destination when you are unable to take the call. You can divert calls to voice mail or to another extension.

- To program a gray button for this function, you must first program a Private Library speed dial.

- You may have a pre-programmed gray button that diverts the call directly to voice mail (called **Divert VM**). If you have this pre-programmed button, only the following step (To divert an incoming call using the pre-programmed button) is relevant to you.

**To divert an incoming call using the pre-programmed button:**

- When your telephone rings (and you want to divert the incoming call), press the pre-programmed **Divert VM** button.

**To program an available gray button for Call Divert (Divert VM):**

- Before programming a gray button you must first program a Private Library speed dial for the extension to which you want calls diverted (e.g., for voice mail, it would be 7-5290). Do the following:
  
  1. Dial 
     
  2. Dial the 4-digit library code (any number **8000 - 8009**) you want to use to dial that particular number.
  
  3. Dial the internal 5-digit EXTENSION OR 
     
     + external number (e.g., for voice mail the 5-digit EXTENSION would be 7-5290).
  
  4. Press the **SPKR** button to accept the program.

- The next steps are to program an available gray button to dial the Private Library speed dial you just set up.
  
  1. Dial 
     
  2. Press the **gray button** you want to program.
  
  3. Enter the **FEATURE CODE** and THEN the Private Library speed dial code (between 8000-8009) you programmed in the previous step.
  
  4. Press the **gray button** again to save the program.
• Now when your phone rings and you want to divert the call to the other number, you press the pre-programmed gray button.

CALLLog

Each log (i.e., Inbound and Outbound) holds up to 40 numbers, both external and internal. After a log reaches 40 calls, the next call replaces the first and so forth.

1. Press the CALLLog soft key.
2. Press either the In or Out soft keys to access either the Inbound or Outbound list.
3. Use the navigator keys (white arrow keys) to move through the log.
4. Once you see the number you want to re-dial, press the Dial soft key.

Call Park and Directed Call Park *

• Call Park allows you to put a call on hold at your phone set and pick it up at any phone set within your internal system using your own extension.
• Directed Call Park allows you to direct where a call is placed on hold (i.e., to another extension) and to then pick it up at any phone in the system using that other extension.

To Park a call to your own extension:

1. While on a call, using your Navigator keys, scroll to and press the Park soft key OR press your pre-programmed Park key.
2. Then hang up.

To retrieve a call Parked on your extension from any internal phone set:

1. Using the Navigator keys, scroll to and press the Park soft key OR press your pre-programmed Park key.
2. If parked on your extension, dial YOUR EXTENSION.

To Park a call to another extension (Directed Call Park):

1. While on a call, press XFER/CONF
2. Dial TUV 8 8 ABC 2 + the 5-digit extension.
3. Hang up.
To retrieve a call Parked on another extension (Directed Call Park):

1. Lift the handset and dial TUV 8 TUV 8 ABC 2 + the 5-digit extension the call was parked to.

Call Pickup – Directed and Group *

- Directed Call Pickup can be used to pick up a call ringing nearby. You must know the extension of the ringing phone in order to pick it up using this feature.
- Group Call Pickup can be used to pick up a call within your group if you have been designated as a member of a “group.”

To pick up a phone ringing nearby (directed call pickup):

1. Dial # 7 7 plus the EXTENSION NUMBER of the ringing phone.

   OR

   Press your pre-programmed Directed Call Pickup key + the EXTENSION NUMBER of the ringing phone.

To pick up a ringing phone when in a group:

1. Press the pre-programmed Call Pickup key (if you have one).

   OR

   Dial # 7 MNO 6 as the phone is ringing, and you will get the FIRST ringing phone in the group.
Camp On

- When a phone set is busy or does not answer, you can request that the system automatically ring you to inform you that the line is available (i.e., they either hung up from their current call or they used their phone and then hung up). When you pick up your ringing phone, it calls the extension you camped onto.

- You cannot Camp On to an internal line if the recipient has a second line to which your call rolls when the first line is busy, OR if your call is sent directly to voice mail.

To Camp On to a ringing or busy phone set or an outside line:

1. Initiate your call.
2. When you hear the busy signal or ringing line, press the Camp On soft key.

   OR

   Press XFER/CONF and dial 2.

3. Listen for the confirmation tone.
4. Hang up.
5. Your phone will ring when the other phone set becomes available.
6. Pick up your handset and the system will immediately ring the extension you camped onto.
Conference Calling (3-Way) and Transfer

- You can include yourself and two other individuals in a conference call.
- Whether you make the first call or receive the first call, you can conference in the third person.
- Whether you make the first call or receive the first call, you can transfer a call to a third person.

To transfer a call

1. While on a call, press the XFER/CONF key.
2. Dial the EXTENSION NUMBER you’re transferring the call to.
3. **Announce the transfer (recommended):** Wait until the called party answers, announce the call, and then hang up.
   OR
   **Don’t announce the transfer (not recommended):** Immediately hang up after dialing.

To create a 3-way conference:

1. Establish or answer a call.
2. Press the XFER/CONF key. This places the person you are on the phone with on hold while you conference in the third person.
3. Dial the EXTENSION NUMBER OR the EXTERNAL NUMBER (9+number) of the individual you want to bring into the conference.
4. Wait for the phone to be answered, greet the individual who answers.
5. Press the XFER/CONF key again.
   - The original party and the second party will both be connected to the call.
To get the caller back when the conference or transfer “doesn’t work”:

You dial the wrong number when transferring (before someone picks it up):

1. Do one of the following:

   Press the flashing line where the caller is being held during the transfer.

   OR

   Press the ReConn soft key to re-connect with the original party.

   OR

   Press the XFER/CONF key again and you will be re-connected with the original party.

Remember that if you press XFER/CONF again AFTER the person answers, you will be creating a 3-Way Conference.

The person you’re transferring to or conferencing in doesn’t answer:

1. Press the ReConn soft key to be re-connected with the original party (and disconnect the call you were trying to make).

You get the voice mailbox of the person:

1. Press XFER/CONF to create a 3-way conference.

2. Press XFER/CONF again to disconnect the last call and re-connect with the original party.

Direct to Voice Mail*

- Use this feature to go directly into another Coral user’s voice mail to leave them a message (i.e., it won’t ring at their desk).

1. Dial 8 8 6 + the EXTENSION NUMBER of the mailbox into which you want to leave a message.
Directory (Shared)*

- This feature provides a searchable directory listing. Shared records are organized alphabetically per building or system switch (e.g. adjacent buildings). This means that your directory will only include the users within your system switch. The directory provides you with a fast search by name (last name first) and allows you to AutoDial that number.

- The shared directory includes the following numbers: individual extension numbers, hunt group numbers, and boss group numbers.

To search the Directory:

1. If you have a pre-programmed gray Directory button, just press that button.
2. If you don’t have a pre-programmed button, dial the Directory feature code: # 1 9 9 4.
3. Enter all or part of the name of your party using the alpha-numeric keys, by pressing the number key once for each letter listed on the key until the letter you are searching for displays (e.g., to enter the letter “s”, press the P Q R S 7 key four times…”p” then “q” then “r” then “s”).

   Individuals are listed last name, first name.
   Other resource-type numbers will be listed by the name of the resource (e.g. Warehouse).

4. Use the Volume Up and Volume Down keys to scroll through the Directory.

To place a call from the Directory:

1. Dial asterisk (*) while the name or number of the retrieved contact is displayed.
Elapsed Time Display

- Displays a running timer for each external call you make or take. Once turned on, the feature stays on until you turn it off.
- The timer starts when the call is answered.

**To turn ON Elapsed Time display for external calls:**

1. Dial `# 1 2 9`, then `# 1 1`.

**To turn OFF Elapsed Time display for external calls:**

1. Dial `# 1 2 9`, then `# 1 0`.

Forward Incoming Calls to Another Extension or Voice Mail

- As a system parameter, all unanswered calls are automatically forwarded to voice mail after 4 rings on your phone.
- You do have two call forwarding options available by pressing the **Fwd** soft key on the LCD display:
  - Forward All Calls (FwdAll)
  - Forward All External Calls (All-E)
- You can have the selected type of calls forwarded to another user in the system, to voice mail, or to an external number (such as a cell phone or your home phone).
- You may already have a gray button pre-programmed to forward all calls to voice mail (**Fwd All VM**). If not, you can [program a button](#) (see below) to forward all your incoming calls to voice mail.
To forward selected calls:

1. Using the Navigator arrow keys, find and press the **Fwd** soft key.
2. Select which forwarding option you want to use, and then press its soft key.
3. Enter one of the following:
   - The 5-digit extension you are forwarding your calls to.
   - The **Private Library Speed Dial code** you set up for the specific external number **(8000 - 8009)**.
4. Hang up.

To turn OFF the Forward feature using soft keys:

1. With the handset down (on the cradle), using the Navigator buttons, find and press the **Fwd** soft key.
2. Select the forwarding option you had set up.
3. Press **Cancel**.

To program a gray button for Forward All to Voice Mail:

1. With the handset down (on the cradle), enter the feature code `# 1 D E F 3 W X Y Z 9`.
2. Press the **gray button** you want to program with **FwdAll to VM**.
3. Enter the following string:
   `# 1 G H I 4 1 8 8 8 6 7 5 2 9 0`.
4. Press the same **gray button** again to accept the programming.
To activate Forward All to VM on a programmed button:

1. Press the gray button where you programmed FwdAll to VM.
2. The gray button lights up. All incoming calls will go directly to voice mail without ringing your phone.

To de-activate Forward All to VM on a programmed button:

1. Press the lit gray button (to toggle off the feature).

To Forward All Calls to an off-campus number:

- You must first program a Private Library Speed Dial with that specific off-campus number (see Speed Dials - Program Private Library Speed Dials for details).
- When the Private Library Speed Dial is set up, follow the steps listed below:
  1. Using the arrow Navigator keys, find and press the Fwd soft key.
  2. Select which forwarding option you want to use, and then press its soft key.
  3. Enter the Private Library Speed Dial (8000 – 8009) code you set up for the specific off-campus number.

Select call forwarding feature codes:

- To use Feature Codes for call forwarding, you must program a Private Library speed dial for the number you want to call forward to.

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<th>All Calls</th>
<th>Code</th>
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</thead>
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<td>All Calls</td>
<td>#141</td>
</tr>
<tr>
<td>Call Forward</td>
<td>All External Calls Only</td>
<td>#17702</td>
</tr>
</tbody>
</table>
Hold

To put a call on hold:

1. Press the **HOLD** blue key.

To retrieve your held call:

1. Press the flashing **LINE** key OR press the **HOLD** key again.

Making Calls

*Note: It is NOT necessary to dial [9] before calling [9] 1 1.*

To place an outside call:


To place an internal call:

1. Dial the 5-digit extension.

<table>
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<th>5-digit extension</th>
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<td>1-xxxx, 5-xxxx, 7-xxxx</td>
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<td>21</td>
<td>3-xxxx</td>
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</table>
Programming an Available Gray Button

To program an available gray button:

1. Dial # 1 3 9.
2. Press the gray button you want to program.
3. Enter one of the following:
   - The 5-DIGIT EXTENSION you want to speed dial.
   - The EXTERNAL PHONE NUMBER (starting with a 9) to speed dial.
   - The feature code for the particular feature you want to program.
4. Press the gray button again.

To remove a program from a gray button:

1. Dial # 1 3 9.
2. Press the gray button you want to de-program.
3. Press the Volume Down key.
4. Press the gray button again.

Feature Codes:

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<td>Divert to VM</td>
<td>#1445</td>
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<tr>
<td>Toggle Name/Number</td>
<td>#128</td>
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</table>
To program a Name/Number Toggle button:

- This button lets you toggle back and forth between a person’s name and phone number when you look them up in the Directory. It also lets you toggle once for more information for an incoming call. For example, if the caller ID phone number appears, but no name, you can toggle to see the caller ID name (if available).

1. Dial # 1 3 9.
2. Press the gray button you want to program.
3. Enter the feature code # 1 2 8.
4. Press the gray button again.

Re-dial - Last Number

To re-dial the last number you called:

1. Press the * key on the dial pad.

Re-dial - One of Last 40 Inbound or Last 40 Outbound Numbers

See CALLog on page 3 for instructions.
Remind

- You can program a time within the current day to have your phone ring as a reminder of a scheduled event.
- You can program in multiple Remind times.
- You can also Snooze the reminder so that it reminds you a few minutes later.

A Reminder tone will continue to ring until it is picked up or canceled.

To program in a time to be Reminded:

1. Using the Navigator keys, scroll to and press Remind.
2. If you have already programmed in at least one other Remind time, press New.
3. Enter a time in 4 digits - e.g., 1:30 PM is entered as 01 30.
4. Press the soft key for either AM or PM.

To Cancel a time you’ve programmed in to be Reminded:

1. Using the Navigator keys, scroll to and press Remind,
2. Press either Cancel, OR Scroll to find the correct reminder before canceling.

To answer a Reminder call:

1. When the phone rings with your reminder, answer the call.
2. Hang up if you don't want to be reminded again for this particular reminder.
3. Press the Snooze soft key to have it remind you again in a few minutes.
4. You can Snooze multiple times.
Ring Adjustments

- With your **handset down (on the cradle)** you can set the following ring features:

## Ring Volume

1. Dial `# 1 3 6`, press the **Volume Up** and **Volume Down** keys on phone.
2. Hang up to accept the last volume setting you heard.

## Ring Type/Tone

1. Dial `# 1 3 6 - 2`, press the **Volume Up** and **Volume Down** keys on phone.
2. Hang up to accept the last ring tone you heard.

## Ring Cadence/Speed of Rings

1. Dial `# 1 3 6 - 1`, press the **Volume Up** and **Volume Down** keys on phone.
2. Hang up to accept the last volume cadence you heard.

*This feature is not available on Coral IP phones. Check with your System Administrator to see which system you’re using.*
Speed Dials - Program Private Library Speed Dials

- You may program up to 10 speed dial numbers into your phone using a different 4-digit code for each.
- The range of codes is 8000 - 8009.

Note that you CANNOT remove the programming from a specific speed dial code. You can program a different number over it, but you can't clear out the programming itself.

To program a Private Library Speed Dial:

1. Dial `# 1 9 3`.
2. Dial the 4-digit code (any number 8000 - 8009) you want to use to dial the specific number.
3. Dial the internal 5-digit EXTENSION OR `9` + external number.
4. Press the `SPKR` button to accept the program.

To program an extended speed dial (to include extensions or prompts):

- This can be done by putting in a pause or by dialing a stop dial: #0. To program a pause when programming in a Private Library Speed Dial code you can either use the Pause soft key or press the `*` key plus the number of seconds you wish to pause (e.g., `* 4` = 4 seconds)

1. Dial `# 1 9 3`.
2. Dial the 4-digit code (any number 8000 - 8009) you want to use to dial the specific number.
3. Dial `9` + the external number.
4. Press `# 0` to let the system know you are done dialing.
5. Press `*` + the number of seconds you want to pause.
6. Dial the extension, code, or prompt.
7. If you need another pause, press \* + the number of seconds you want to pause.
8. Dial the next code or prompt.
9. Repeat the last two steps until all pauses and prompts have been programmed in.
10. Press the [SPKR] button to accept the program.

To use a Private Library Speed Dial you’ve programmed:

1. Lift the handset and dial the 4-digit speed dial code you assigned the specific phone number (whether internal or external).

Transferring Calls

See Conference Calling (3-Way and Transfer) on page 6.

Voice Mail – General Information

- You can manage your voice mailbox from your desk or from any other phone. There are several ways to access your voice mailbox depending on where you are calling from. Once accessed, you can perform all the functions described below including listening to messages, sending messages, undeleting messages, changing your greetings, and changing your password.
- You will not be able to reply (using the Reply feature) to a voice mail left by a caller using a system outside of the Coral system.

Passwords

- Must consist of 4 - 7 characters
- \textbf{CANNOT} start with the following characters: *, #
- Should \textbf{not} consist of sequential numbers: (e.g., 12345)
- Should \textbf{not} be the same number repeated: (e.g., 333333)
- Should \textbf{not} be your phone number or extension
- You won't be forced to change your voice mail password periodically, but you may want to do that to strengthen system security and integrity.
To bypass someone else's voice mail greeting on this system:

1. Press # when calling someone on the Coral phone system, as soon as the person's greeting starts to play (or at any point during the greeting).

To access your voice mail:

From your phone:

1. Press the [Retrieve Voicemail] key.
2. YOUR PASSWORD, #.

From another phone in the system, either:

1. Enter 7-5290 OR press the [Retrieve Voicemail] key.
2. Press *.
3. Press #.
4. Dial YOUR EXTENSION.
5. Dial YOUR PASSWORD, #.

From outside:

1. Dial 587-5290 OR (801) 587-5290 (if long distance).
2. When the system answers, press #.
3. Dial YOUR EXTENSION.
4. Dial YOUR PASSWORD, #.
To leave a voice mail message in another Coral system subscriber’s mailbox from outside the system:

1. Dial **587-5290** OR (801) 587-5290 (if long distance).
2. When the system answers, dial the 5-digit extension of the person for whom you wish to leave a message.
3. Record your voice mail message as you would normally.

**To Undelete a message:**

- You have up to 24 hours to **Undelete** a message you’ve deleted.
- If you delete a message from within the **Undeleted** queue (accessed by following the steps below), the message is unrecoverable.

1. Access the voice mail system according to previous instructions.
2. From the Main menu, press **1** to get to the Review Messages menu.
3. If you have previously saved messages, you will be prompted to press **7**.

**While listening to messages in your Undelete queue:**

1. Press **2** to Save it back to the active voice mail queue.
2. Press **3** to Delete it from the Undelete queue.

**Main Menu Options**

1. To **listen** to your messages
2. To **send** a message (i.e., record a message and then send to one or more internal recipients)
4. To **review** personal options
5. To **restart** (voice mail session)

* To **disconnect**

**At any time within the sub-menus**

* To **skip** current instruction or **return** to previous menu
Recording Greetings

There are two greetings available to you:

- **Main** greeting
- **Extended Absence** greeting

**To record your Main greeting:**

1. Enter the voice mail system.
2. Press `4` at the Main menu for Personal Options.
3. Press `3` for Greetings.
4. Press `1` for Personal greeting.
5. Choose one of the following:
   - Press `1` to Record standard greeting.
   - Press `2` to Record customized personal greeting.
     - Press `1` to Record no-answer greeting.
6. Record the new greeting and press the `#` key to accept it.
   
   *The new greeting gets activated as soon as you press `#`.*

7. Options will be given so you can listen to or re-record the greeting.
To record your Extended Absence Greeting

1. Enter the voice mail system.
2. Press 4 at the Main menu for Personal Options.
3. Press 3 for Greetings.
4. Press 2 for Extended Absence greeting.
5. Record the new greeting and press # to accept it.

The new greeting gets activated as soon as you press #.

6. Options will be given so you can listen to or re-record the greeting.

The next time you access your voice mail box to listen to messages, you will be prompted either to retain your Extended Absence greeting or to delete it. If you delete it, your Main greeting will be automatically re-instated.
Miscellaneous Voice Mail Options

To re-record your name after initial set-up:

1. Enter the voice mail system.
2. Press **4** at the Main menu for Personal Options.
3. Press **3** for Greetings.
4. Press **3** to re-record your name.
5. Speak your first and last name.
6. Press the **#** key to end recording and accept.
7. Choose one of the following options:
   - Press ***** to record your name again.
   - Press **#** to continue when you like the recording of your name.

To change your Voice Mail password:

1. Enter the voice mail system.
2. Press **4** for Personal Options at the Main menu.
3. Press **2** for Administrative Options.
4. Press **1** to Change Password.
5. Follow the prompts.
Unified Messaging

- When someone leaves you a voice mail message, a notification can be sent to an e-mail address. Your voice mail messages will be listed along with your e-mails in your e-mail client. When voice mail message notifications are deleted or saved within e-mail, the client automatically updates the voice mail server. With this level of synchronization, when you delete voice mail messages from your e-mail client, the message-waiting indicator on your phone set is turned off as well.

Requirements

- Coral Telephone System (only)

E-mail System

- Outlook/UMail

Setting Up the E-Mail Client for Unified Messaging (IMAP)

Before getting started, you will need the following information:

- **Name**: your 5-digit telephone extension
- **E-mail address**: name@department.utah.edu
- **Password**: your numeric voice mail password
- **E-mail server address**:
  - Outlook/UMail: imap.umail.utah.edu
Go to https://voicemail.utah.edu.

Figure 1

Enter the following:  
(Figure 1)

1. **User Name:** Enter your 5-digit phone extension (without the hyphen).
2. **Password:** Enter numeric voice mail password (same password used when retrieving voice mail messages via the telephone).

Figure 2

In the upper left hand corner:  
(Figure 2)

1. Click on **Mailboxes**.
2. Click on **Properties**.
Your extension number will appear in the upper left hand corner (Figure 3)

- **Password**: You have the ability to change your password for voice mail via the Web tool. You should enter a numeric voice mail password from 4-7 digits in length. This password is the same password used when retrieving voice mail messages via the telephone.

If you change the password, click on the hourglass/diskette icon to save your settings.

In the upper left hand corner: (Figure 4)

1. Click on **Mailboxes**.
2. Click on **Email Settings**.
Your 5-digit phone extension will appear in the upper left-hand corner. (Figure 5)

Inside the Permissions section on your screen:
1. Select Email Client.
2. Select Client.
4. Select Include In Report.

Inside the Status After Pop3 section on your screen:
1. Select Unheard.

Inside the Text to Speech section on your screen:
1. Leave the TTS Mode at No.

Inside the Downloaded Messages section on your screen:
1. Select Add voice attachment.

Inside the Send Mail section on your screen:
1. Select Send.
2. Select Voice only.
Address:

1. Enter your e-mail address.

Then click on the hourglass/diskette icon to save your settings.

Figure 6

In the upper left hand corner: (Figure 6)

1. Click on Mailboxes.
2. Click on Email Accounts.
Your 5-digit phone extension will appear in the upper left-hand corner.  *(Figure 7)*

Click on IMAP.

Inside the Account 1 section enter the following:

1. **Server:** Enter your e-mail server address.
   - **Outlook/UMail:** imap.umail.utah.edu

**User ID:**

- **Outlook/UMail:** uNID@umail.utah.edu
Password:

1. Enter your e-mail client password.

   The Unified Messaging system does not recognize the @ symbol in your e-mail password. If your password currently contains the @ symbol, please change it.

   Any time you change your e-mail password you will need to access this T3 System website (Unified Messaging website) and record your new e-mail password in the Account 1 section as shown and described above.

Click on the box next to Delete Voice.

Synchronize msgs:

1. Click on Unseen.

Timeout (seconds):

1. Enter 100.

Click on Verify to make sure the information you entered is correct.

   If it is not correct, you will receive an error message.

To save your settings, click on the hourglass/diskette icon.
Click on **Exit** in the upper right hand corner  *(Figure 8).*

You are now set up for voice mail message notifications to appear in your e-mail Inbox.
To listen to your voice mail from your e-mail client:  (Figure 9)

1. Open the voice mail message notification e-mail.
2. Double-click the attachment icon (this icon will represent the default media player installed on your computer), or right-click the icon and select **Open**.
3. The voice mail will begin playing (be prepared to adjust the volume).

**Getting Help with Unified Messaging**

**To access Help on using Unified Messaging or to report problems:**

Call the Help Desk at 581-4000, option 1
### Voice Mail Message Options

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- **Voice Mail System Number**

587-5290

- **Revised July 2010**