UAB COMMUNICATION’s VOICEMAIL - MESSAGING INTERACTION CENTER

NEW FEATURES

1) **AUTOPLAY** – New Feature that automatically plays new messages once logged into your voicemail box (VMB).

2) **OUT OF OFFICE GREETING** – New Feature allowing you to record and activate an Out Of Office (OOO) Greeting. Can be found by going to PERSONAL OPTIONS/MANAGE PROMPTS (press 4, then 1 from your Telephone Interface Main Menu). Then ACTIVATE/DEACTIVATE is by pressing 7 from the same menu.

3) **CHANGE STATUS** – Has been moved to the Main Menu (press 3) for easier access.

4) **CHANGE IN PLAYBACK MENU** – after listening to a message, the menu choices have changed slightly to be more in line with industry standard. **SAVE** is now 9, not 1. **REPLAY** is now 1. Please see the Downloadable Menu for full information.

5) **Default Password** on the new Voicemail System is “123456”. The system will force you to change this to a password with at least 5 digits the first time you log into your new Voicemail Box.

FAQ

Q1) Can I still access my messages by dialing my number?

A1) Yes, however there is one change. Dial your own number, once your greeting starts playing, PRESS * (Star Key) and the System will ask for your Password.

Q2) What happened to my ability to add a personal operator (press 0 to roll out to a number from your voicemail box)?

A2) The new system only allows an Administrator to add a personal operator. Please contact APPLICATIONS at 4-0503 or send an email to UABCOMM@uab.edu. One important change is that you MUST include “Press 0 for an Operator” in your main greeting. The system will no longer tell the caller if you have an activated personal operator. NOTE: If you had an Operator in the Old System it was recreated for you in the new system. If you have any questions or issues with this, please call our REPAIR DESK at 4-7777.
Q3) Can I have the system notify me by Pager or Cell or Email when I receive a message?

A3) Yes, Applications 4-0503 (UABCOMM@uab.edu) can set up a Rule to have this action activated for you. You can then control it via the Telephone User Interface (TUI).

Q4) Can I change what I hear and what callers hear when calling into my vmb?

A4) Yes, Status/Name/Greeting are all controllable using the TUI. If you need assistance please call our REPAIR DESK at 4-7777.

Q5) Can I still leave a backdoor message by dialing 56001?

A5) Yes, Dial 56001, put in the 7digit Voicemail Box Number, leave a message.

Q6) How do I get to my DELETED MESSAGES? I feel like I’m going in a circle!

A6) From Main Menu, Press 1 (Retrieve Messages), Press 5 (Deleted Items), Press 1 (Deleted Voicemail). The system will then say for NEW MESSAGES press 1, for SAVED MESSAGES press 2. If you have listened to the deleted messages before deleting them, they are in the SAVED MESSAGES. Think of your messages like EMAIL. They are READ or UNREAD and can be in your INBOX or DELETED folder. Deleted Messages are in your Deleted Folder, and are either NEW (UNREAD) or SAVED (READ).

SHORTCUTS

WHILE LISTENING:

LISTEN to New VOICEMAIL – 1+1+1 (or login and let AUTOPLAY start)

Set Status to OUT OF OFFICE – 3+7

Record Standard Greeting - 4+1+1

Forward Message After Listening - 2+1+7digit number+#

WHEN LEAVING A MESSAGE:

Bypass a greeting to leave a message- #+# or 1+1