



Tuesday, April 29, 2003

Voice mail system updated, improved

By **Jeff Samoray**, OU Web Writer

Beginning 8 a.m. Wednesday, April 30, students living on Oakland University's campus as well as faculty and staff will have access to a new and improved voice mail system, called PhoneMail. All users will be affected except those at the Golf and Learning Center, John Dodge House, Meadow Brook Hall and Sunset Terrace.

The transition to the PhoneMail system means current users must change their individual security code and voice greeting on April 30. Individuals also will lose any new or saved messages on that date.

The first time you access PhoneMail, you must change your security code to a password. The PhoneMail system will be functional with your existing telephone and the access number, ext. 4244, will continue to be used.

Detailed instructions and many other functions and options are available on the **Quick Reference Guide for PhoneMail Users**, which may be printed as a handy reference.

To access your individual mailbox

1. Dial the access number, ext. 4244.
2. Press # if calling from your own extension, or if calling from another extension, dial your campus extension number.

To change your security code

1. Access your individual mailbox using the instructions above.
2. Press 93 to create your password.
3. Enter your new password, then press *.

To change your personal greeting

1. Access your individual mailbox using the instructions above.
2. Press 811 to record or change your greeting.
3. Press *73 while recording the greeting to stop and replay it.
4. Press *61 while recording the greeting to delete and rerecord it.
5. Press *# when you are finished recording the greeting.

To listen to your messages

1. Access your individual mailbox using the instructions above.
2. Press 3 to listen to your messages.
3. Press *3 to stop the message; press 3 to continue message playback.
4. Press *73 to replay the message from the beginning.
5. Press *4 to save the message.
6. Press *6 to delete the message.

To leave the PhoneMail system

1. Hang up or press *76 to end the session.

To access a help menu at any time

1. Press 0.

To assist individuals in using the PhoneMail system, the **University Technology Services** (UTS) Web site offers up-to-date information on deployment status, features and documentation, as well as a list of **frequently asked questions** addressing common concerns.

Training classes also are available for faculty and staff. Priority seating for the training classes will be given to department head secretaries and University Housing staff. Users can register for a class by visiting the **Information Technology Institute** Web site and clicking on "Training," then "Business Systems." Classes will last less than an hour and provide step-by-step instructions and product documentation. Additional training will be offered in August or by request.

To learn more about the new system, visit the **Information on PhoneMail** Web page or the **University Technology Services** Web site. Questions about the PhoneMail system can be directed to the Telecommunications Office at (248) 370-4590.

SUMMARY

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Created by CareTech Administrator (webservices@caretechsolutions.com) on Tuesday, April 29, 2003
Modified by CareTech Administrator (webservices@caretechsolutions.com) on Tuesday, April 29, 2003
Article Start Date: Friday, October 24, 2003