### Setting Up Your Account

The first step is creating Your Voice Mail Password the second is selecting the Delivery Option you desire. Open the PPS Web Tool which can be found at:

1. [https://pps.voice.isc.upenn.edu](https://pps.voice.isc.upenn.edu)
2. Enter your PennKey & Password & Click on the Login button
3. Click on the Features and Voice Mail link
4. In the Create New Voice Mail Password Field – enter a numerical password (6 to 15 digits)
5. Re-enter the same password in the (confirmation field) & Click Submit
6. Take a moment to consider how you would like to receive your voice mail messages. The default setting is Option 1: Telephone only. Review the four options available in PPS; there is an explanation of each option in the Voice Mail Delivery section of PPS.
7. Select the radio button next to the Voice Mail Delivery Method you desire to use & Click Submit
8. Click Logout to exit PPS

**Note:** A link for PPS can be found on the voice services home page: [www.upenn.edu/computing/voice/](http://www.upenn.edu/computing/voice/)

### Record Personal Greetings

If you do not record a greeting, callers will hear the generic greeting: "Please leave your message after the tone. When done, hang up or press the pound key.” We suggest you record an unavailable and busy greeting as well as your name.

**Unavailable Greeting**

1. Using your PennNet Phone, press the Messages button or dial 6-8000. When prompted, enter your password.
2. Press 0 for mailbox options
3. Press 1 for the Unavailable greeting (Press 2 Busy greeting, Press 3 Name)
4. After recording, press #, then follow the prompts to accept, listen or re-record your greeting.
5. After recording your unavailable greeting, follow the prompts to record your Busy Greeting & Your Name

**Note:** A Temporary greeting overrides all other greetings without erasing them. You must delete the temporary greeting to reinstate other greetings.

### Retrieving Message via E-mail

1. Log into email.
2. Look for email messages from "ISC Voicemail Server.”
3. Depending upon the delivery method you selected either review the notification of a new message or click on the .wav file attachment to listen to a message.

### Delivery Method Options

**Telephone Only:**

Listen to and manage voice mail messages by telephone only. Notification of new messages is via indicator light on the handset, an icon on the telephone display, and a stutter dial tone when the handset is lifted.

**Telephone and Email Notification:**

Listen to and manage voice mail messages using only your telephone. Notification of new messages is via indicators on the handset.

In addition you will receive an email advising you that there are new messages in your voice mailbox.

**Email Only:**

Notification and voice mail messages are delivered to the email account specified in PPS; the voice mail message is a sound file attached to the email.

Messages are managed through your email client only.

**Email and Telephone:**

Listen to & manage voice mail messages by email and telephone. Notification of new messages is via indicators on the handset.

In addition you will receive an email with an attachment; the attachment is a voice mail message. When using this method, voice mail messages are managed using your telephone and your email client since a copy of each message is stored in both places.

### Login to voice mail by phone

**From your PennNet Phone**

1. Press the Messages button, or dial 6-8000
2. Enter The mailbox password

**From another PennNet Phone**

1. Dial 6-8000
2. Press #
3. When prompted, enter your mailbox number (the last 5 digits of your campus phone number)
4. Enter the mailbox password

**From a non-PennNet Phone**

1. Dial 215-746-8000
2. When prompted, enter your mailbox number (the last 5 digits of your campus phone number)
3. Enter the mailbox password

### Requesting repairs

To report problems with telephone equipment, lines or voice mail visit [www.upenn.edu/computing/voice/help/repair.html](http://www.upenn.edu/computing/voice/help/repair.html)

### Learn more

User guides & FAQs are available on the Penn Voice Services web site at [www.upenn.edu/computing/voice/help/guides.html](http://www.upenn.edu/computing/voice/help/guides.html)