

ISC Networking & Telecommunications

# PennNet Phone

Voicemail Guide 2010

University of Pennsylvania



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## Voice Mail Basics

Before you access your new PennNet Phone voice mail account for the first time, you need to customize the mailbox by setting its password and choosing the mailbox delivery method.

This initial customization can be done by you as the mailbox owner or by your Telephone Support Provider (TSP) using the PPS Web Tool located at

<https://pps.voice.isc.upenn.edu>

### Set mailbox password

1. Login to PPS using your PennKey & password
2. Click on Features and Voice Mail
3. Enter a numerical password, from 6 to 15 digits in length, in the Create New Voice Mail Password field
4. Re-enter the password in the confirmation field
5. Click Submit

Once the mailbox password has been set in PPS, you can access the mailbox by phone using that password.

### Message delivery methods

Before logging into PPS for the first time, consider how you would like to receive and manage your voice mail messages. The four options available are:

#### 1-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.

#### 2-Telephone & email notification

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

handset is lifted. In addition you will receive an email advising you that there is a new voice mail message in your voice mailbox.

The email will be from PPS Voice Mail [voip-noreply@isc.upenn.edu].

#### 3-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.

The email will be from PPS Voice Mail [voip-noreply@isc.upenn.edu].

#### 4-Email & telephone

Listen to and manage voice mail messages by email and telephone. Notification of new messages is via an indicator light on the handset, an icon on the telephone display, and a stutter dial tone when the handset is lifted. In addition you will receive an email with a voice mail message sound file attachment. The email will be from PPS Voice Mail [voip-noreply@isc.upenn.edu].


**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 two places: on the email server and the voice mail server.**

### Select mailbox delivery method

1. Login to PPS using your PennKey & password
2. Click on the Features & Voice Mail link
3. In the Voice Mail Delivery Method section, select the radio button next to the desired delivery method (1, 2, 3 or 4)
4. For delivery methods 2-4 enter email address
5. Click Submit

## Message Waiting

### Envelope icon, indicator light

 When there are new messages in your mailbox, an envelope icon will appear in the display window next to the number and a vertical red light will flash above the upper-right corner of the display screen on your phone.

### Message waiting & multiple lines

If you have multiple telephone lines on your handset, an envelope icon appears next to each line with new messages. The message indicator light will not go out until all new messages for all lines on a handset have been heard.

### Turn off message waiting

If you do not wish to see the message waiting indicators for a line on your phone, message waiting can be disabled in PPS, per line, per phone. Login to PPS and click on the Phone Set & Lines link to modify your phone.

## Login to Your Voice Mailbox

### From your PennNet Phone

On Polycom 650/550 handsets the **Messages button** is found on the right side of the keypad, the button acts as a speed dial to the voice mail system.

1. Press Messages button or dial 6-8000
2. Enter your password

### From another PennNet Phone

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

### From a Non-PennNet (Traditional) phone on campus

1. Dial 6-8000

2. Enter your mailbox number (the last 5 digits of your campus phone number)
3. Enter mailbox password

### From an off-campus or cell phone

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

## Greeting Management

If you do not record a greeting, callers will hear a generic system greeting "The person at extension xxxxx is unavailable (or is on the phone). Please leave your message after the tone. When done, hang up or press the pound key." If the mailbox name is recorded, a different version of the generic greeting: "[Recorded name] is unavailable (or is on the phone), please leave your message after the tone. When done hang up or press the pound key."

### Record unavailable greeting

1. Login to your voice mailbox
2. Press 0 for greetings and password management
3. Press 1 to record your unavailable greeting
4. Press # to end recording and then follow the prompts:
  - Press 1 to accept
  - Press 2 to listen
  - Press 3 re-record

### Record busy greeting

The busy greeting applies to single-appearance numbers.

1. Login to your voice mailbox
2. Press 0 for greetings and password management
3. Press 2 to record your busy greeting
4. Press # to end recording and then follow the prompts:
  - Press 1 to accept
  - Press 2 to listen
  - Press 3 re-record

## Record name

A recorded name will be played as part of the system's generic greeting when you are unavailable (or busy) and don't have an unavailable (busy) greeting recorded. It will also be played when a user forwards a message to your mailbox.

1. Login to your voice mailbox
2. Press 0 for greetings and password management
3. Press 3 to record your name
4. Press # to end recording and then follow the prompts:
  - Press 1 to accept
  - Press 2 to listen
  - Press 3 re-record

## Record temporary greeting

The temporary greeting overrides all other greetings. You must delete the temporary greeting to reinstate your unavailable and busy greetings.

1. Login to your voice mailbox
2. Press 0 for greetings and password management
3. Press 4 to manage/record your temporary greeting
4. Press # to end recording and then follow the prompts:
  - Press 1 to accept
  - Press 2 to listen
  - Press 3 re-record

## Delete temporary greeting

You must delete the temporary greeting to reinstate your unavailable and busy greetings.

1. Login to your voice mailbox
2. Press 0 for greetings and password management
3. Press 4 to manage the temporary greeting
4. Press 2 to erase the temporary greeting

## Use PPS to delete greetings

Login to PPS and click on the Mailbox Management link to delete a greeting or the mailbox name. If you delete all the recorded greetings, the system's generic greetings will be played to your callers.

## Skip intro & greetings

When this feature is on, callers who reach your voice mailbox will not hear the system prompt ("please leave your message after the tone") after hearing the unavailable, busy or temporary greeting you have recorded. **Leave skip intro off when using the generic system greetings;** if you turn on skip intro while using the system greetings, callers will hear "The person at extension xxxxx is unavailable" instead of the proper announcement "The person at extension xxxxx is unavailable. Please leave your message after the tone. When done hang up or press the pound key."

## Skip intro on/off

1. Login to PPS
2. Click on Features and Voice Mail
3. Look for Skip Intro under the Voice Mail Recording Settings section
4. Select the desired radio button setting
5. Click Submit

## Mailbox Password

### Change password by phone

1. Login to your voice mailbox
2. Press 0 for greetings and password management
3. Press 5 to change password
4. Enter new password and press #
5. Re-enter new password and press #
6. System confirms your password has been changed.

## Change password using PPS

1. Login to PPS
2. Click on Features and Voice Mail
3. Enter a numerical password, from 6 to 15 digits in length, in the Create New Voice Mail Password Field
4. Re-enter the password in the confirmation field
5. Click Submit

## Listening Basics

### Message count

When you login the system will announce how many new urgent, new (non-urgent), and old messages are in your mailbox. The new urgent messages will be played before other new messages regardless of the chronological order the messages were received. The system only announces the number of message in the new and old folders. See the *Understanding folders* section on this page.

### Main menu

Option	
1	Listen to messages
2	Change folders
3	Record a message for another mailbox
0	Greetings and password management
*	Help
#	Login to another mailbox

### While listening to messages

Option	While Listening
5	Repeat message
0	Stop/start message
#	Skip forward 3 seconds
*	Rewind 3 seconds
4	Go to previous message
6	Go to next message

## After listening to a message

Option	After Listening
3	Advanced options
5	Repeat message
6	Go to next message
7	Delete/erase message
8	Forward message
9	Save message
*	Return to main menu

## Save Messages by Phone

### Save a message

1. After listening to a message Press 9 to save it
2. The voice mail system will ask you to indicate which folder the message should be stored in by pressing a digit 0-9.
  - Press 0 for new
  - Press 1 for old
  - Press 2 for work
  - Press 3 for family
  - Press 4 for friends

For more information on folders see the next section, *Understanding folders*.

### Understanding folders

The voice mail system places new unheard messages in the new messages folder. Once a message has been partially or completely heard, the system automatically moves that message to the old messages folder unless you indicate a different folder.

You have the option of selecting in which folder a message should be stored. Messages can be saved to any one of the five announced folders; 0 new, 1 old, 2 work, 3 family, and 4 friends. The system does not tell you how many messages are saved in the work, family or friends folders.

You may also save messages in the unannounced folders: Folder 5, Folder 6, Folder 7, Folder 8, and Folder 9. The system does not tell you how many messages are saved in the unannounced folders.

## Delete/Undelete a Message

Messages are deleted by pressing 7; 7 can be pressed at any time while listening to a message or immediately afterward.

If you accidentally delete a message, the message can be undeleted as long as you have not exited your mailbox. Press 7 a second time and the system will “undelete” the message.

If you press 7 and exit your mailbox (hang up or press a key and return to the “Welcome to the University of Pennsylvania greeting”) the message is permanently gone and cannot be undeleted.

## Forward Messages

### Forward with comment

The recipient hears your prepended comment and the forwarded message.

1. After listening to the message, press 8
2. Enter the recipient’s mailbox number
3. Press 1 to prepend a comment
4. Record your comment
5. Press # to end recording
6. System confirms your message has been saved

### Forward without comment

The recipient hears only the forwarded message with no prepended comment.

1. After listening to the message, press 8
2. Enter the recipient’s mailbox number
3. Press 2 to forward without prepending
4. System confirms your message has been saved

## Forwarding and urgent

Forwarded messages cannot be marked as urgent.

## Advanced Options

### Reply to a message

You may reply to a message from another PennNet Phone subscriber.

1. After listening to the message, press 3 for advanced options
2. Press 1 to send a reply
3. Record your reply
4. Press # to end recording and then follow the prompts:
  - Press 2 to listen to your reply
  - Press 3 to erase and re-record your reply
  - Press 4 to mark the reply urgent
  - Press 1 to accept the recording. Once 1 is pressed, the reply has been sent. If you want to listen to the reply, re-record it, or mark it urgent you must do so before pressing 1.

### Record & send a message

You can record and send a message from within your mailbox. This option allows you to send a message without ever ringing the handset of the recipient. The recipient must have a mailbox on the PennNet Phone voice mail system.

1. Login to your voice mailbox
2. Press 3 for advanced options
3. Press 5 to record a message
4. Enter recipient’s mailbox number
5. Record your message
6. Press # to end recording and then follow the prompts:
  - Press 2 to listen to the recording
  - Press 3 to erase and re-record
  - Press 4 to mark the message urgent
  - Press 1 to accept the recording. Once 1 is pressed, the message has been sent. If you want to listen to



the message, re-record it or mark it urgent you must do so before pressing 1.

You can also record and send a message to another mailbox on the system without logging into your mailbox. It is not necessary to have a mailbox on the system to take advantage of this option.

## Urgent Messages

When logged into a mailbox and listening to messages, urgent messages are heard before other new messages.

### Leave an urgent message

1. Dial a PennNet Phone subscriber
2. After listening to their greeting, record your message
3. Press # to end recording
4. Press 4 to mark urgent
5. Press 1 to accept the recording

### Record & send an urgent message

1. Login to your voice mailbox
2. Press 3 for advanced options
3. Press 5 to record
4. Enter mailbox number (destination)
5. Record your message
6. Press # to end recording
7. Press 4 to mark the message urgent
8. Press 1 to accept

## Zero Out for Assistance

This feature allows a caller to press 0 for assistance. When the caller presses 0, they are transferred to a 5-digit campus telephone number. This campus number is defined on a per mailbox basis and is configured through PPS.

### Set up zero out

1. Login to PPS
2. Click on Features and Voice Mail
3. Select the On radio button next to Zero-Out Settings
4. Enter the desired 5-digit campus number in the Zero-Out Number field
5. Click Submit

## Play Envelope

When play envelope is on, the system announces the date and time each message was received when you listen to messages by phone.

### Turn on/off in PPS

1. Login to PPS
2. Click on Features and Voice Mail
3. Select the desired radio button next to play envelope in the Voice Mail Playback Settings section
4. Click Submit

### Hear message envelope

If play envelope is off, the message envelope is still available when managing messages via phone.

1. While listening to a message or at the end of a message, press 3 for advanced options
2. Press 3 again to hear the message envelope

## Play Caller ID

When this option is on, the system announces the calling number associated with each message when you listen to messages by phone.

### Turn on/off in PPS

1. Login to PPS
2. Click on Features and Voice Mail
3. Select the desired radio button next to Play Caller ID in the Voice Mail Playback Settings section
4. Click Submit

### Hear caller ID

If this option is turned off the caller ID is nevertheless still available when managing messages via phone.

1. While listening to a message or at the end of a message, press 3 for advanced options
2. Press 3 again to hear the caller ID



## Out Call Notification

If out call notification is turned on the voice mail system will call the phone number entered in the notification number field in PPS when a new message arrives in your voice mailbox. The system can be configured to notify you when any new message is received or only when a new urgent message is received.

The out call notification process is independent of the email or message waiting light notification process.

### Turn on/off in PPS

1. Login to PPS
2. Click on Features and Voice Mail
3. Select the radio button next to the type of out call desired (1,2,or 3)
4. Enter the number to be called in the number field
5. Click Submit

The voice mail system will attempt to reach you a total of four times if an outcall is not answered. After the fourth attempt the system stops' calling until the next new message arrives in your mailbox. When an outcall notification is answered by a person or voice mailbox/answering machine, the system won't call again until another new message is received.

## Distribution Lists

A distribution list provides the ability to record a voice message by phone and send that message to more than one mailbox; the message is received by all mailboxes included in the list. The list is managed using PPS by the assigned list administrator(s).

### Create a distribution list

A distribution list mailbox is created by ISC Networking & Telecommunications; contact your Telephone Support Provider (TSP) to request a list.

## Manage a distribution list

1. List administrator(s) login to PPS using their PennKey & password
2. Click on the Distribution List link (this link is visible only to list administrators)
3. Add and delete list members; add and delete list administrators; set or change the list password.

### Change distribution list password

Distribution list passwords can also be changed by phone by logging into the distribution list mailbox.

1. Dial 6-8000 or 215-746-8000
2. Press # and enter the 6-digit list number (9xxxxx)
3. Enter the list password
4. Press 2 to change the password
5. Enter new password and press #
6. Re-enter new password and press #
7. System confirms your password has been changed.

### Record distribution list name

Login to the distribution list mailbox

1. Dial 6-8000 or dial 215-746-8000
2. Press # and enter the 6-digit mailbox number (9xxxxx)
3. Enter the list password
4. Press 3 to record list name
5. Press # and then follow the prompts:
  - Press 1 to accept the name
  - Press 2 to listen to it
  - Press 3 to re-record

### Send a message to a list

1. Dial 6-8000 or 215-746-8000
2. Press # and enter the 6-digit list number (9xxxxx)
3. Enter the list password
4. Press 1 to record a message
5. Press # to end recording and then follow the instructions
  - Press 2 to listen to the message
  - Press 3 to erase and re-record
  - Press 4 to mark the message urgent

- Press 1 to accept the recording. Once 1 is pressed, the message has been sent. If you want to listen to the message, re-record it or mark it urgent you must do so before pressing 1.

### **Transfer a Call into a Mailbox**

1. Ask the caller to stay on the line while you transfer the call
2. Press the Transfer key or the Transfr softkey
3. Dial the voice mail system 6-8000
4. When the voice mail system answers, press \* and the 5-digit mailbox number. The mailbox greeting begins to play.
5. To complete the transfer, quickly press the Transfer key or the Transfr softkey, and then hang up the phone.

**To cancel the transfer and return to the caller, press the Cancel softkey on your PennNet Phone.**

### **Getting Help**

Many organizations on campus have a staff member in their business office who coordinates (and is more familiar with processing) phone requests. This person is referred to as your Telephone Support Provider (TSP).

You may want to ask this person to report the voice mail problem(s). Working with a designated staff member is particularly helpful since they may be able to triage your question without reporting it.