PennNet Phone Voice Mail Quick Guide

Remember: If you have elected to receive voice mail as email only, you cannot use your phone to access or listen to messages. Instead, log into your email account and listen to your messages using a computer.

RETRIEVING MESSAGES BY PHONE

Accessing your mailbox

From your PennNet phone
1. Press the Messages button. If your PennNet phone is not equipped with a message button: dial 6-8000.
2. When prompted, enter your password.

From someone else’s PennNet phone
1. Dial 6-8000.
2. Press #.
3. Enter your mailbox number (your 5-digit extension).
4. Enter your password.

From a traditional phone on campus
1. Dial 6-8000.
2. Enter your mailbox number (the last 5-digits of your extension).
3. Enter your password.

From off campus or cell phone
2. Enter your mailbox number (the last 5-digits of your extension).
3. Enter your password.

Listening to new and old messages
1. Press 1 for new, unheard messages.
2. Press 1 for old messages, when there are no new messages.
3. Press 2 to change folders, when there are new messages, and then select the folder containing the old messages.

While listening to a message

- Press # to fast forward message in 3 second intervals.
- Press * to rewind message in 3 second intervals.
- Press 0 to pause/stop message, press 0 again to resume play.
- Press 6 to skip to next message.

After listening to a message

The options available for listening to messages vary depending on the state of your mailbox, such as whether you have listened to unheard messages or have a combination of new and old messages.

- Press 3-1 to reply to the message. Leave your message after the tone, then press # to hear the system announce thank you or just hang up. You can only reply to messages sent from PennNet phone subscribers.
- Press 3-3 for envelope information: time and date the message was sent and the caller’s telephone number.
- Press 4 to return to the previous message.
- Press 5 to repeat the current message.
- Press 6 to play next message.

- Press 7 to delete the message (when there is a next message) or, press 6 to delete the message (when there is no next message). The message is deleted when you hang up the phone.
- Press 4 to return to a previous deleted message, and then press 7 to undelete the message. You can delete and undelete messages as long as you do not hang up the phone (end the telephone session).
- Press 8 to forward a copy of the message to one or more PennNet phone subscribers. You cannot forward a message to a traditional mailbox at Penn or to outside callers. When prompted, enter the extension to forward the message to.
- Press 1 to forward the message with a comment, wait to hear the tone, record your comments, and press # to exit.
- Press 2 to forward the message without a comment, and then press # to exit.
- Press 9 to save the message. The system will announce the message number and the folder saved to. You can save a copy of the message to multiple folders:
  - Press 0 for new
  - Press 1 for old

Locating messages

You can locate messages received in your mailbox.

1. Access your mailbox.
2. From the main menu, press 3-5 to leave a message.
3. When prompted, enter the 5-digit PennNet phone mailbox number, then press #.
4. When prompted, leave message, then press # when finished.
5. The system will say thank you and forward the message to the other person without ringing their phone.
the message, press 6 to skip to the next message in the folder. Or, press 4 to return to the previous message.

Changing your personal greeting
Record either an unavailable or a name greeting. Do not do both.

1. Access your mailbox
2. At the main menu, press 0 for mailbox options
3. Select greeting to record:
   - Press 1 for unavailable (what callers will hear when you do not answer your phone)
   - Press 2 for busy (what callers will hear when you’re on the phone)
   - Press 3 for name (callers will hear the system greeting but your name will be in your voice)
4. Wait to hear the system prompt, record your greeting, then press # when you’re done.
5. Choose the status for the recording:
   - Press 1 to accept recording
   - Press 2 to listen to it
   - Press 3 to re-record it
   - When finished, press * to return to main menu or * # to exit.

Removing a temporary greeting
The system will not announce that you are using a temporary greeting when you dial into your voice mailbox. Delete the temporary greeting to reinstate your personal greetings.

1. At the main menu, press 0 for mailbox options
2. Press 4 for temporary message. The system will announce the temporary message options
3. Press 2 to erase your temporary greeting. The system will confirm that your temporary message has been removed
4. Press * # to exit.

Changing your password
Your password must be 6 to 15 digits. Choose a password that is easy to remember but hard for others to guess.

1. Access your mailbox
2. At the main menu, press 0-5 for password options.
3. The system will ask you to enter a new password followed by the # key
4. Enter your password, press #
5. Re-enter your password again and press # to confirm
6. The system will announce that your password has been changed.

How to use power keys
These keys are always available when using voice mail.

- Press * to repeat available menu options or back up one menu.
- Press 0 for the Penn Operator.
- Press # to interrupt a prompt, cancel a command, or exit your mailbox.

RETRIEVING MESSAGES BY EMAIL

If you have chosen to have messages sent to your email account, you will receive a copy of each of your voice mail messages as an attached sound file (sound files have the extension .wav) that you can play through your computer. You will hear the exact message that was left in the voice of the person who called.

You can listen to your voice messages using QuickTime, RealPlayer, or Windows Media Player, which are the recommended multimedia players at Penn. They are available free of charge from the Supported Products page at www.upenn.edu/computing/product/, which also provides information about keeping current with vendor software upgrades.

To ensure confidentiality of information and workplace decorum, use earphones when listening to voice messages using a computer.

GETTING HELP

For more information on how to use PennNet Phone features, go to the Penn Voice Services website at www.upenn.edu/computing/voice/.

VOICE MAIL PHONE NUMBER

- PennNet phone: Use Messages button or dial 6-8000
- On campus/traditional phone: 6-8000
- Off campus or cell phone: 215-746-8000.