VOICE MAIL UPGRADE

Time frame

The University’s voice mail system will be upgraded beginning Friday, Feb 20, 2015, at 2:00 PM. The upgrade will be completed by Monday, Feb 23 at 7:00 AM.

Desk phones and hand held devices will work but voice mail will be unavailable during this time period

What do you need to do BEFORE Feb 20?

Task 1: If you have not already done so, record your name within the existing voice mail system. To record your name:
- Log in to your voice mail
- Press “5 5”, record your name as prompted.

Task 2: Clean-up your mail box by deleting unneeded messages.

What does/doesn't happen once the voice mail is upgraded?

- The number to access voice mail, x8000, remains unchanged.
- The following will be carried forward into your new voice mail:
  - Your personalized greeting, if you have one
  - Your name (see Task 1 above to record before the conversion)
  - Existing voicemail messages
- Follow the instructions provided to:
  - Change your password (Required) – refer to next column
  - Re-record your name (Optional) – refer to next column
  - Record a personal greeting (Optional) – refer to next column
- If you previously used Message Manager, you will no longer receive new messages using this method. Instead, you will need to request Integrated Voice Mail to receive messages through your University e-mail client.

Change your Password - Required

Once the voice mail system is upgraded, you will be required to enter a new password.
1. Dial x8000 (or press the Messages button on your desk phone)
2. The system announces your name and prompts you to enter your password.
3. Enter the default password of 13579 and press the pound key (#).
4. You will be prompted to change your password. Follow the prompts to enter your password.

Password Parameters:
1. Cannot match the voice mailbox number
2. Cannot be sequential numbers
3. Cannot contain the mailbox number
4. Must be a minimum of five characters

Re-Record your Name - Optional

1. Dial x8000 (or press the Messages button on your desk phone)
2. The system announces your name and prompts you to enter your password.
3. Press 5 – “Personal Options”
4. Press 5 again – “Record Name” and follow the prompts

Record Personal Greeting - Optional

1. Dial x8000 (or press the Messages button on your desk phone)
2. The system announces your name and prompts you to enter your password.
3. Press 3 – “Manage Greetings”
4. Press 1 – “Record”
5. Press 1 – “Personal”
6. Follow the prompts to record your personal greeting.
Request Integrated Voice Mail

Message Manager is **NOT** compatible with the upgraded voice mail system. If you wish to receive your voice mail messages via your e-mail client you must send a requisition to Telecommunications with the following information:

- Your name and email address
- University account number to be charged. Note: There is a $1/month fee per phone line.

*Integrated Voice Mail is expected to be available by March 12*

**Audix Quick Reference**

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**ManageGreetings**

- Play personal greeting: 3 – 0 - 1
- Delete personal greeting: 3 – 3 - 1
- Activate greeting: 3 - 5

**Changing Password**

- From activity menu, press: 5 – 4
- Enter new password, then: #
- Re-enter new password, then: #

**Forgot your password or need help?**

- Email voicemail@uakron.edu
- Call x8668