Voice Mail Installation Instructions

First you must unforward your phone from the old voice mail system and then forward to the new system using the instructions below:
  1. Pick up the handset on your phone and press #. 1.
  2. Replace the handset.
  3. Pick up the handset and press #. 2.
  4. Replace the handset.
  5. Pick up the handset and press #. 3.
  6. Replace the handset.
  7. Pick up the handset and press * 2 6.
  8. Replace the handset.

(Note: If you have a Dterm phone and are using their virtual line then the instructions are different. I’m not sure I can come up with any consistent instructions for that scenario.)

Next, you must set up your new voice mail box. Below are the instructions:
  1. Pick up your handset and press 6.
  2. You will be prompted to state your name and then press *.
  3. If you would like to re-state your name press 1, if not press 2 to continue.
  4. You are then prompted to press the numbers corresponding to the first the letters of you last name.
  5. If you would like to select different numbers press 1, if not press 2 to continue.
  6. You are then asked if you would like to be listed in the directory. Please press 1.
  7. You are then prompted to state your new greeting followed by the *.
  8. If you are not satisfied with your greeting press 1 to try again or press 2 to continue.
  9. You are then asked if you would like to set a security code. Press 1 for yes or 2 for no.
 10. If you chose to set a security code you are prompted to enter the code followed by the *.
 11. You are then prompted to reenter the code followed by the *.
 12. Press the 1 to save the settings on your new voice mail box.

To access your voice mail from your phone or make changes press 6 on your phone. If you would like to access your voice mail from another phone on campus just dial 5097. To access voice mail from off-campus dial 235-5097.

If you would like to access your voice mail from you Microsoft Outlook then follow the instructions on the next page. In order for this to work properly speakers are required to be connected to your PC. If you do not have speakers and wish to order some please contact Helpdesk.

Note: There is currently no Macintosh client available.
Copy the link below in the command line (click start → run) then click ok. This will launch the installation program.

`\apps\Setup\Voice Mail Client\Outlook Client\VMM_3.4.2.exe`

After launching the install the window below appears click the Next button to continue.

Click the Next button when the window below appears.
Click the **Next** button to select the Typical Installation on the next window to appear.

Click the **Next** button when the window below appears.
When the window below appears type “10.1.0.14” (without the quotes) in the **Server name** field and then click the **Next** button.

When the window below appears type 9 plus your 4-digit telephone extension number in the **Personal ID** field. In the **Security Code** field type the security code you entered while setting up your voice mail box earlier. If you chose not to enter a security code leave this field blank. Click the **Next** button to continue.
Click the **Yes** button to delete the file specified.

Click the **OK** button to continue.

Click the **Finish** button to finish the installation.
Click the **Yes** button to complete the process.

![Installer Information dialog box](image1)

After restarting login and start Outlook. Your voice mail messages will appear as email messages in your Inbox. To listen to a message double click the message and click the green play button in bottom left of the window as seen below.

![Helpdesk (4083): Voica Message dialog box](image2)
To forward a message click the forward button on the tool bar as indicated below.

Click the record button as indicated below. Your phone should ring. Pick up the handset and speak an introduction that you would like the recipient hear when he or she listens to the forwarded message. Hang up the receiver after speaking your introduction.
Type the recipient’s username in the address field and then click the send button as indicated below. The forwarded message should appear in his or her Inbox as a voice mail message.