

UT Voice Mail Quick Start

(Version 1.2, February 2015)

NOTE: The following information is included in the complete UT Voice Mail User Guide at <http://www.utexas.edu/go/utvm>.

Step 1 - Activating Your Mailbox *(Video for Polycom phones available at: <http://links.utexas.edu/curkbjq>)*

Configure one or more of these options based on when you want a call sent to voice mail. Configuring both of the first two is most common.

To forward calls to voice mail when you don't answer the phone:

- a. To activate this feature: From the dial tone, dial *84 28886 and wait for the confirmation tone, then hang up.
- b. **NOTE:** The default number of rings callers hear before forwarding to voice mail is 4. To change the number of rings: From the dial tone, dial *33 followed by any number of rings from 2 to 9, wait for the confirmation tone, then hang up. For example, to set your phone to forward after 2 rings, dial *332. **NOTE:** This is the number of rings the caller will hear; the number you hear on your set may vary depending on the type of set you have. The ring cycle for callers is 6 seconds per ring.
- c. To deactivate this feature, from the dial tone, dial *85 and wait for the confirmation tone, then hang up. **NOTE:** If you reactivate this feature later, it will default back to 4 rings so you may need to adjust the number of rings.

To forward calls to voice mail when you're already on the phone:

- a. To activate this feature, dial *82 28886 and wait for the confirmation tone, then hang up.
- b. To deactivate this feature, dial *83 and wait for the confirmation tone, then hang up.

To forward all calls straight to voice mail (phone will not ring):

- a. To activate this feature, dial 72 28886 and wait for the confirmation tone, then hang up.
- b. To deactivate this feature, dial 73 and wait for the confirmation tone, then hang up.

Step 2 - Personalizing Your UTVM Box

IMPORTANT: If your department ordered voice mail service for your line, a UT Voice Mail (UTVM) box should have been provisioned for you. If your UTVM login does not work and you want voice mail, please send your name and phone number to utvoicemail@austin.utexas.edu.

The first time you login, you will be required to change your PIN and given an opportunity to record your voicemail greeting (**NOTE:** To change your greeting after your initial login, press 9>1>6>1 from the main menu--refer to the UTVM Menu Map (on reverse) for menu options).

Logging in from your campus phone:

- Dial #71 or 2-8886. UTVM will automatically find your mailbox.
(*NOTE: To log in to a mailbox associated with a different phone, press the star key to be prompted for a mailbox number.*)
- Enter your PIN (default PIN = 1111) and press the pound key.

Logging in from another phone:

- Dial the access number for UTVM: 512 232-UTVM (8886); on campus, dial 2-8886.
(*NOTE: If you're on a phone with its own UTVM mailbox, you'll be prompted for its PIN, so press the star key to be prompted for your own mailbox number.*)
- Enter your mailbox number (the last five digits of your campus phone number) and press the pound key.
- Enter your PIN (default PIN = 1111) and press the pound key.

Additional Features

Web Access

Using your web browser, go to <https://voicemail.its.utexas.edu> and login with your 5-digit phone number and PIN. Information on supported browsers can be found here: <http://links.utexas.edu/cgqvjtz>.

Forwarding Voicemail Messages to Email:

1. Log in by web browser
2. In the left-hand navigation pane, click *Notification*.
3. Click *Activate Notification*.
4. Under *Notify me through Email*, select "Every time I receive a message."
5. Click *Save*.
6. In the left-hand navigation pane, click *Notification* again.
7. Click *Set Up Notification*.
8. Enter your email address.
9. Click *Add Attachment* (Note: Clicking *Add* will send a notification without an attachment of the voicemail.)
10. Click *Save*.

UT Voice Mail Telephone Menu

