Service Requests & Trouble Reports

Service Requests

Important Note for Microsoft Teams Phone Users:

This service does **NOT** work with **Microsoft Teams Phone**, which has its own built-in voice mail service. If you sign up for MS Teams Phone your line is automatically removed from UT Voice Mail. (Customers may use MS Teams and UT Voice Mail, but not MS Teams <u>Phone</u> and UT Voice Mail.)

Determining if UTVM Service Already Exists for a Phone Number

- Call the main number 512-232-8886 (on campus dial 2-8886).
- If you are prompted for a PIN, press * to bypass this login prompt.
- At the mailbox prompt, press * again to enter the "express message" service.
- You will be prompted to enter a mailbox number followed by the # sign in order to leave a message.

If the mailbox exists, you will hear its greeting. If not, you will hear that the "service is temporarily unavailable." You can then proceed to request new service or reassignment of the existing mailbox, as appropriate.

Adding New UTVM Service

To request new service, email utvoicemail@austin.utexas.edu with the following:

- the phone number(s) needing new voice mail service
- the subscriber's name associated with each phone number (may use department name if mailbox is to be shared)
- cc: to the subscriber(s) (we'll reply-to-all with the instructions)
- a contact name and phone number in case we have questions
- NOTE: If you need a greeting-only mailbox that will not accept messages, please specify that in your email.

Reassigning UTVM Service

To request mailbox reassignment, send an email to utvoicemail@austin.utexas.edu with the following:

- the phone number(s) needing new voice mail service
- the subscriber's name associated with each phone number (may use department name if mailbox is to be shared)
- the previous subscriber's name, if known (helps us verify line and caller ID display)
- cc: to the new subscriber(s) so we can reply-to-all with instructions
- a contact name and phone number in case we have questions
- specify one of the following two options:

Option 1: Complete Mailbox Replacement **(NOTE: If you do not specify an option, the default is Option 1.)**

This option is the cleanest for the new subscriber, because all settings and greetings will be removed. However, any messages (played or unplayed) will also be removed and cannot be retrieved.

Option 2: PIN Reset Only

This option retains any messages (played or unplayed) left in the mailbox, but also retains any greetings and settings used by the previous subscriber. (The new subscriber will be provided a list of greetings and settings to check and update.)

Cancelling UTVM Service

Send an email to utvoicemail@austin.utexas.edu requesting cancellation of voice mail, and provide the phone number(s).

Trouble Reports

Send an email to utvoicemail@austin.utexas.edu describing in as much detail as possible the nature of the trouble you're experiencing. A ServiceNow ticket will be automatically created.