

UT Voice Mail User Guide

Getting Started with UT Voice Mail

IMPORTANT CAVEAT: This service will work for MS Teams users, but does not work if you use the the add-on [Microsoft Teams Phone Service](#), which has its own built-in voice mail system. If you sign up for that add-on service your line is automatically removed from UT Voice Mail.

UT's Voice Over IP (VoIP) phone system comes with its own integrated voice mail system, which has been re-branded "UT Voice Mail" (UTVM). The information below will help you get started with basic login and setup tasks using your new UTVM mailbox. Included are steps for popular customizations, help and support information and known issues.

STEP 1 - Personalizing Your UT Voice Mail

New vs. Previously Used Mailboxes

- *Is this a new mailbox?* If this is the first use of a brand-new mailbox, you'll be guided through several steps. The first step is to change your PIN (this step is required); the others are to record your name and your greeting (optional but recommended) so you may want to have your greeting script ready beforehand.
- *Is this a previously used mailbox with reset PIN?* If you are taking over a mailbox from a previous user, with the PIN reset, you'll hear that your PIN has expired, but will then be prompted to enter a new one. To change the greeting, the key-press sequence is 9-1-6-1 (see the [Telephone Menu Diagram](#) for more info).

Logging in from your campus phone:

- Dial 2-8886 or the service code #71. 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 (the default PIN is 1111) and press the pound key.

Logging in from another phone:

- Dial the access number for UTVM: from off-campus, dial 512 232-UTVM (8886); on campus, dial 2-8886. (NOTE: If you're dialing from another campus phone with it's own UTVM mailbox, you'll be prompted for its PIN, so press the star key to be prompted to enter 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 (the default PIN is 1111) and press the pound key.

IMPORTANT: After you've personalized your UTVM box, please proceed to Step 2: Activating Your Mailbox.

STEP 2 - Activating Your UT Voice Mail

Unlike in the previous phone system, you can implement and control the call-forward features used with voice mail: forward-no-answer and forward-busy. Most customers use both, but some prefer to omit one or the other. Once you've personalized your mailbox, you will need to follow these steps to start sending calls to it.

IMPORTANT: The following steps should be done from the dial tone, so if you are still logged into your mailbox from Step 1 above, hang up.

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

1. To activate this feature: From the dial tone, dial *84 28886 and wait for the confirmation tone, then hang up and proceed to next step:
 2. To set the number of rings: Please note that you must first perform the previous step (*84 28886) for the following to have any effect. Then, 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.
- 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 9 rings, so you may need to adjust the number of rings.

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

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

To forward all calls straight to voice mail:

- To activate this feature: From the dial tone, dial 72 28886 and wait for the confirmation tone, then hang up.
 - To deactivate this feature: From the dial tone, dial 73 and wait for the confirmation tone, then hang up.
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Telephone Access

The UTVM access number is 512 232-UTVM (8886). On campus, dial 2-8886, or the service code #71, followed by your PIN.

Note: To check a mailbox on a different phone, do not enter your PIN; press the star key to be prompted for the mailbox number.

Download the [Telephone Menu Diagram](#) to see your options when logged in by Telephone.

Web Access

Your login is exactly the same as the telephone login, using your five-digit phone number and the new PIN you chose when logging in by phone the first time.

Using any standard web browser, go to voicemail.its.utexas.edu. NOTE: For security purposes, ITS is installing a requirement to use the UT VPN (using your EID) so please be advised of the coming requirement. You'll be prompted.

Caller Transfer-Out Feature

Unlike SmartVoice, the new system has only one transfer-out option. An enhancement request has been registered with the vendor to add more.

1. Log in by web browser.
 2. In the left-hand navigation pane, click Settings.
 3. In the new window, select Preferences.
 4. Look for "Subscriber Defined Transfer" and check the box next to it.
 5. Below that, enter the five-digit campus number, or ten-digit off-campus number, that you wish callers to transfer to. No punctuation is necessary.
 6. Scroll to the bottom of the page and press the Save button.
 7. In your greeting, you will need to instruct callers to press 1 if they wish to be transferred.
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Automatically Forwarding Messages to Email

First, set up the email address to forward to:

1. Log in by web browser.
2. In the left-hand navigation pane, click Notification. In the new window, select Set Up Notification.
3. Enter your email address, and click the Add Attachment button to the right. (Note: If you click Add instead of Add Attachment you'll get a notification of new voice mail without the recording attached.)
4. You can repeat the previous step to forward messages to multiple addresses, if you like.
5. Optional: Edit the Subject and Body fields.
6. Scroll to the bottom of the page and press the Save button.

Next, verify that forwarding is turned on:

1. Click Notification again.
 2. This time, click Activate Notification.
 3. If the "Notify me through Email" option is set to Off, select one of the other options.
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Send Notification of a New Message to Your Cell Phone

First, set up the email address to forward to:

1. Log in by web browser.
2. In the left-hand navigation pane, click Notification. In the new window, select Set Up Notification.
3. Enter the email address of your phone. (Example: 5123456789@mms.att.net. Different providers will have different addresses.)
4. Click the Add button to the right.

Next, verify that forwarding is turned on:

1. Click Notification again.
 2. This time, click Activate Notification.
 3. If the "Notify me through Email" option is set to Off, select one of the other options.
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Help & Support

- PIN resets are done by email to utvoicemail@austin.utexas.edu, but see [Service Requests](#) for options.
- Your primary contact for other issues is your Technical Support Contact (TSC).
- To escalate problems or questions, contact the UT Voice Mail Office at 512-471-0019 (campus, 1-0019) or utvoicemail@austin.utexas.edu, or call the UT Service Desk at 512-475-9400 (campus, 5-9400).

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