

## Instructions for setting up and using UM8700 Voice Mail on a branched number

### First-time user setup on a branched mailbox

**EACH** person in the branch must do these two steps:

- 1) From your campus phone dial 5700, then press \* \* then your extension number. Your extension number is listed below. When prompted, enter your temporary security code, which is **1234**.
- 2) You will be prompted to setup your mailbox including changing your security code and recording your name and a greeting. Follow the attendant's instructions to complete the setup of your mailbox. **This is very important for the proper function of your voicemail.** When complete, hang up the handset.

Number 1 is _____ ext. # _____	Number 5 is _____ ext. # _____
Number 2 is _____ ext. # _____	Number 6 is _____ ext. # _____
Number 3 is _____ ext. # _____	Number 7 is _____ ext. # _____
Number 4 is _____ ext. # _____	Number 8 is _____ ext. # _____

### Setting telephone forwarding options (This is how your voicemail will pickup calls)

- 1) Remove current forwarding by doing the following:
  - Lift the handset and press #2 to cancel call-forward all calls. Hang up the handset.
  - Lift the handset and press #8 to cancel call-forward no answer. Hang up the handset.
  - Lift the handset and press #6 to cancel call-forward busy. Hang up the handset.
- 2) Set the desired call forwarding options for UM8700 voice mail. We recommend using options B and C only.
  - A) Lift the handset and press \*25700 to set call-forward all calls. Hang up the handset.  
**This will forward ALL calls to your voice mail**
  - B) Lift the handset and press \*85700 to set call-forward no answer. Hang up the handset.  
This will forward calls to your voice mail if you do not answer the phone
  - C) Lift the handset and press \*65700 to set call-forward busy. Hang up the handset.  
This will forward calls to your voice mail if your phone is busy

### Accessing and using the UM8700 voice mail system

Please note: If your voicemail messages are delivered to your email account then you can only use the phone to change your greetings and other options, but not to retrieve voicemail.

#### If you receive your voicemail on your phone ONLY:

- From your phone on campus, dial 5700, \*, \* and enter your extension number and security code. You will be notified of any new voice messages.
- From off campus, dial 778-5700. At the main greeting enter \* and your extension number. You will be prompted for your security code. You will be notified of any new voice messages.
- From on campus and if you are at a different extension, dial 5700, \*, \* then enter your extension number and security code. You will be notified of any new messages.

#### If you receive your voicemail in your email ONLY:

- From your phone on campus, dial 5700, \*, \* and enter your extension number and security code. After the message "External mail store is not available..." press 1. Press 3 for Phone Manager options. (see Common Key Functions on the next page) Please listen to the prompts. You can now change your greetings and other settings.
- From off campus, dial 778-5700. At the main greeting enter \* and your extension number and security code. After the message "External mail store is not available..." press 1. You can now change your greetings and settings ONLY.
- From on campus and if you are at a different extension, dial 5700, \*, \* and your extension number and security code. After the message "External mail store is not available..." press 1. You can now change your greetings and settings ONLY.

# UM8700 Conversation Key Functions

## Call UM8700 and log on

Hear New Messages	1
Send A Message	2
Setup	3
Review Old Messages	5

## Press after a message

Hear Message Summary	00
Forward Message	2
Reply	8

## Press during a message

Pause or Continue	1
Fast-Forward 5 Seconds	2
Rewind 5 Seconds	3
Delete	4
Save	5
Skip Message	7

## Shortcuts

Change Message Notification	311
Change Password	314
Change Recorded Name	315
Change Language	317
Change Greetings	34

## Other Telephone Options

### **Call Pickup**

Lift the handset and dial **\*3** to pickup a call ringing in your group

Lift the handset and dial **#3 + extension number** of ringing phone outside your group

### **Transfer A Call**

Press **Flash**, **Transfer**, or **hookswitch**, then dial **extension number** to transfer to