OpenUC Voicemail
Quick Reference Guide

CONNECT TO VOICEMAIL FROM CAMPUS PHONE
- Log into voicemail by dialing 6515 or pressing the envelope button on phone
- Enter Pin Number (Initial PIN is your 4 digit extension)
  **NOTE: If not calling from your own phone, see below:

CONNECT TO VOICEMAIL FROM ANOTHER PHONE
- Dial 6515 from any on campus phone or 262-551-6515 from off campus phone
- Press # at Auto Attendant greeting
- Enter your mailbox number (Your 4 digit extension)
- Enter your PIN number

TO BYPASS SOMEONES PERSONAL GREETING
- Press # Key and leave message

LISTEN / PLAY MESSAGES
Press 1 - Listen to Inbox messages
Press 2 - Listen to saved messages
Press 3 - Listen to deleted messages
Message Options (For all listen Options):
- 1 - Play information about this message
- 2 - Replay this message
- 3 - Save this message
- 4 - Delete this message
- 5 - Forward this message
- # - Play next message
- * - Cancel and return to main menu

REPLY TO A MESSAGE
After listening to message press 6 to record a reply.
- After beep record message and press # key
- Message options are

SEND A MESSAGE
- Press 4 - to send a message
- Record your message then press # key
  - Press 1 to play back your message
  - Press 2 to send the message
  - Press 3 to Delete and re-record the message
  - Press * To cancel and return to main menu

CHANGE PIN PASSWORD
- Log in with PIN
- Press 5 - Voicemail Options
- Press 5 again - Change PIN
- Enter current PIN, Press # key
- Enter new PIN, Press # key
- Enter new PIN again, Press # key
- Press # key to accept change

TRANSFER CALL DIRECT TO VOICEMAIL
- Press Transfer Key
- Press "8" as prefix to extension
- Enter 4 digit extension of voicemail owner
- Immediately hit transfer to complete.

RECORD GREETINGS
Standard Greeting:
- Press 5 - Voicemail Options
- Press 1, Record user greeting
- Press 1, Record after the beep
- Press # to complete recording
Record Out of Office Greeting
- Press 5 - Voicemail Options
- Press 1, Record user greeting
- Press 2, Record after the beep
- Press # to complete recording
Record Extended Absence Greeting
- Press 5 - Voicemail Options
- Press 2 - Record user greeting
- Press 3 - record after beep
- Press # to complete the message
After Recording Greeting:
- Press:
  1 - Playback Recording
  2 - Accept Recording
  3 - Delete and Re-Record
  * - Press Star to return to MSG
Select Active Greeting
- Press 5 - Voicemail Options
- Press 3 - Select Active Greeting
  - 1 - Listen to all greetings
  - 2 - Select standard greeting
  - 3 - Select OOF greeting (Out Of Office)
  - 4 - Select extended absence greeting
  - 5 - Select Default greeting
  - ** - Hit star to return to options menu
Tip: Switching Between Lines and Calls View

When in Calls view, switch to Lines view by pressing More > Lines. Switch back to Calls view by pressing More > Calls.

Placing Calls
Pick up the handset, or press or . Enter the phone number, and press Send.
Or enter the phone number first, then press Dial, pick up the handset, or press or .
From Lines view: Press the phone Line key, enter the phone number, and press Send.
From Home view: Select New Call using the left and right arrow keys. Enter the phone number, and press Send.

Timesaver: Placing Calls Quickly
Select a recent call or Favorite, or select a contact’s phone number in the Contact Directory.

Answering Calls
To answer with the speakerphone, press or tap Answer. To answer with the handset, pick up the handset. To answer with a headset, press . To answer a new call while on an active call, press Answer. The current call will be held.

Ending Calls
To end an active call, replace the handset, press or . Or, press End Call.
To end a held call, navigate to Calls view and highlight the held call. Press Resume, and press End Call.

Holding Calls
From Calls view, press Hold or . Remember to highlight the call first.
To resume a held call, press Resume or again.

Transferring Calls
From Calls view, press Transfer or , and call the other party. When you hear the ringback tone, or after you talk with the other party, press Transfer or again. Press Blind to complete a transfer without waiting for the ringback tone.

Forwarding Calls
To enable call forwarding, press Forward from Home or Lines view. Select the forwarding type to enable, enter a forwarding number, and press Enable.
To disable call forwarding, press Forward from Home or Lines view, select the forwarding type to disable, and press Disable.
To enable per-call forwarding: As your phone rings, press Forward, enter the forwarding number, and press Forward.

Placing Conference Calls
Call the first party, and after the call connects, press More, and select Confrc. Then, dial and connect with the second party and press Confrc again.
From Lines or Calls view, you can:
- Press Hold to hold all participants.
- Press End Call to remove yourself from the call, but keep the other participants connected.
- Press Manage (if available) to manage each participant.
- Press Split to end the conference and hold all participants.

Timesaver: Placing Conference Calls
If you have an active and held call, press Join to set up a conference.

Favorites
Favorites are contacts you call most often. Your Favorites list displays all your Favorites. A smaller number of Favorites displays in Lines view.

Tip: What Does the Star Mean?
A star, *, indicates a Favorite.

Listening to Voicemail
An envelope, , adjacent to a Line key, indicates that you have voicemail. Select Messages from Home view or press , and select Message Center. Press Connect and follow the prompts.

Muting the Microphone
During a call, press so other parties can’t hear you. To disable Mute, press again.
This applies to calls using the handset, headset, and speakerphone.

Using Do Not Disturb
To enable or disable ringing, press DND from Home or Lines view. When Do Not Disturb is enabled, the DND icon, , displays in the status bar and beside the appropriate Line key.

Adjusting Volume
To change call volume, press during a call. To change the ringer volume, press when the phone is idle or ringing.