

Using Express Messaging

To transfer an incoming call from your desk phone:

- Press the Transfer button
- Dial the campus Message Express
- Enter the 1 + 10-digit phone number for the recipient
- Press # then 2
- Press Transfer again to complete

To record a message directly:

- Dial your campus Express #
- Enter the 1 + 10-digit phone number for the recipient
- Press # then 2
- Follow the voice prompts for additional messaging options.

Initial Set-Up of Voice Mail

From your desk phone:

Temporary PIN:

From your desk phone:

- Press the Messages button
- Enter your temporary PIN and then press #
- Follow the recorded prompts to reset PIN, record announced name, and greeting.

From any other phone:

- Dial your Campus Main VM # Enter
- your 1 +10-digit phone number and then press #
- Enter your temporary PIN and then press #
- Follow the recorded prompts to reset PIN, record announced name, and

Know Your Phone



Cisco Lighted Indicators

- Green, steady; Active call
- Green, flashing; Call on Hold
- Amber, steady; Private line in use
- Amber, flashing; Incoming call
- Red, steady; Remote line in use
- Red, flashing; Remote line on hold

Basic Voice Mail Settings

4	CHANGE SETTINGS
1	GREETINGS; Standard, Alternate, and Internal greetins. Enable/disable and record greetings (not all PSU enabled)
2	MESSAGE SETTINGS; menu style and private lists (not all PSU enabled)
3	PREFERENCES; change PIN and change your recorded name

Technical Support

For Cisco VoIP support, contact your Local Telephone System Administrator at:

TIP: To change speed dials and their labels or to change your voice mail PIN and options, visit:

my.voip.psu.edu

Notes:

Enterprise Networking and Communications Services
encs.psu.edu



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Quick Start Guide



PennState

Voice Mail

Basic Menus & Shortcuts

Campus Main VM:

Message Express:

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For best printing results, use 8.5 x 14 (legal sized) paper; landscape orientation.

Accessing Your Voice Mail

From your desk phone:

- Press the Messages button
- Enter your PIN and press #
- Follow the voice prompts

From another campus phone:

- Dial the Main VM # or press the Messages button.
- When Unity Connection answers, press either # # or *.
- Enter your phone ID(your 1 + 10-digit phone number), your PIN, and press #.
- Follow the voice prompts.

From an off-campus phone:

- Dial the Main VM #
- Enter your phone ID (your 1 + 10-digit phone number), your PIN, and press #.

NEW! Online - Web Portal

(Firefox and Chrome are recommended)

- Go to my.voip.psu.edu.
- Authenticate with your PSU credentials.
- Choose Inbox, Voicemail Info, Change Voicemail PIN, or New Voicemail Notification.

Main Menu & Shortcuts

While listening to the main menu, press:

1	Play new messages
2	Send a message (see <i>Send Message Menu</i>)
3	Review old messages
4	Change setup options
4-1	Change greetings
4-1-2	Turn on/off alternate greeting
4-2-3	Choose full or brief menus
5	Find messages
#	Repeat menu options

During Playback-Menu

While listening to a message, press:

1	Repeat message
2	Save
3	Delete
4	Slow playback
5	Change volume
6	Fast playback
7	Rewind
8	Pause/Resume
9	Fast-forward
# #	Skip message, save as is

After Playback Menu

After listening to a message, press:

1	Repeat message
2	Save
3	Delete
4	Reply
4-2	Reply to all
5	Forward message (see <i>Entering Recipients or Distribution & Private Lists Menus</i>)
6	Save as new
7	Rewind
9	Play message properties
*	Cancel or back up
#	Save as is

Send Message Menu

After addressing and recording, press:

1	Mark urgent
2	Request return receipt
3	Mark private
4	Request future delivery
5	Review recording
6	Rerecord
7	Add to recording
9-1	Add a recipient
9-2	Play all recipients (and delete recipients)
*	Cancel message
#	Send message

Distribution & Private Lists Recipients Menu

To select recipients from a list, press:

0	Help
1	Repeat name
7	Previous name
7-7	First name in list
9	Next name
9-9	Last name in list
#	Select name
*	Exit list

Entering Recipients Menu

To change entry mode, press:

# #	Switch between addressing a message by name and addressing by extension
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