Voice Mail Quick Guide

Technical Support

- Support: 626–TECH (8324)
- Support: uassist.arizona.edu
- Info: uits.arizona.edu/services/ voicemail–unity

TIP: If you forget your phone PIN, log in at voicemail.arizona.edu/inbox. Go to the Settings tab, then Passwords tab, and choose Change PIN.

Initial Setup

1. Call the Campus Voice Mail System
   - Call **621-4000**, or
   - On your campus VoIP phone, press the **Messages** button
   - If you are calling from a phone that is not your own work phone, dial 621–4000. When the voice mail system answers, you will be prompted to enter your ID (your 7–digit work phone number) and press **#**.
2. When prompted, enter the default PIN and then choose a new PIN (4 digits).
3. Follow prompts to:
   - Record your name
   - Record a greeting
4. Be sure to listen for your setup confirmation. If you do not get a confirmation, restart at step **1**.

Accessing Voice Mail

By Phone:

1. Call campus voice mail:
   - **Dial 621-4000**, or
   - Press the **Messages** button on your work desk phone
   - If you are calling from a phone that is not your own work phone, dial 621–4000. When the voice mail system answers, you will be prompted to enter your ID (your 7–digit work phone number) and press **#**.
2. Enter your PIN, and press **#**.

Via Web:

1. Go to **voicemail.arizona.edu/inbox**.
2. Log in with your NetID and password (not PIN).

Main Menu and Shortcuts

Key(s) Action
- ❶ Play new messages
- ❷ Send a message
- ❸❶ Review old messages
- ❹ Change setup options
- ❹❶ Change greetings
- ❹❶❷ Turn on/off alternate greeting
- ❹❷❶ Change message notification
- ❹❷❸ Choose full or brief menus
- ❹❸❷ Change recorded name
- ❹❹ Change transfer settings
- ❺ Find messages
- ❻ List calendar meetings
- ❼ Play external messages
- ⓿ Help
- ✱ Cancel

During Message Menu

While listening to a message, press:
Key(s) Action
- ❶ Rewind
- ❶❶ Repeat message
- ❷ Pause/Resume
- ❸ Fast–forward
- ❸❸❼ Delete
- ❹ Slow playback
- ❻ Fast playback
- ＃ Skip message, save as is

After Message Menu

After listening to a message, press:
Key(s) Action
- ❶ Rewind
- ❶❻ Go to next message
- ❹ Repeat message
- ❺ Play message properties
- ❻ Forward message
- ❼ Delete
- ❽ Reply
- ❽❷ Reply to all
- ❽❽ Call the sender
- ❾ Save
- ＃ Save as is
- ＃＃ Save as new

Entering Recipients

To change entry mode for finding recipients, press:
Key(s) Action
- ＃＃ Switch between addressing a message by name and addressing by extension

Selecting Recipients

To select recipients from a list, press:
Key(s) Action
- ⓿ Help
- ❶ Repeat name
- ❼ Previous name
- ❼❼ First name in list
- ❾ Next name
- ❾❾ Last name in list
- ＃ Select name
- ✱ Exit list

Send Message Menu

After addressing and recording, press:
Key(s) Action
- ❶ Mark urgent
- ❷ Request return receipt
- ❸ Mark private
- ❹ Request future delivery
- ❺ Review recording
- ❻ Re–record
- ❼ Add to recording
- ❾❶ Add a recipient
- ❾❷ Play all recipients (and delete recipients)
- ✱ Cancel message
- ＃ Send message