



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 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 press . 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 **Confrnc**. Then, dial and connect with the second party and press **Confrnc** 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.

CARTHAGE
COLLEGE



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.