

# Division of Information Technology

## Mizzou Integrated Messaging Services

### Telephone User Guide Basic Voice Mail

Accessing e-mail messages and/or e-mail message counts from your telephone is not supported at this time.

#### To Access the System

##### From your campus telephone:

Dial 4-7575

Enter your **passcode**, followed by #

##### From another campus telephone, that has voice mail:

Dial 4-7575

Press \*

Enter your 10-digit telephone number, followed by #

Enter your **passcode**, followed by #

##### From another campus telephone, that does not have voice mail:

Dial 4-7575

Enter your 10-digit telephone number, followed by #

Enter your **passcode**, followed by #

##### From off campus:

Dial 884-7575

Enter your 10-digit telephone number, followed by #

Enter your **passcode**, followed by #

#### Main Menu

- Retrieve voice mail messages **press 1**
- Retrieve faxes **press 2**
- Send voice message **press 4**
- Manage personal options **press 5**

#### During Playback You Can

- Save current message **press 1**
- Forward message to extension **press 2**
- Skip to next message **press 3**
- Replay current message **press 4**
- Rewind 6 seconds **press 5**
- Fast forward 6 seconds **press 6**
- Delete this message, play next **press 7**

- Decrease volume **press 8**
- Increase volume **press 9**

**Note:** Many options that follow have additional selections that are not listed. Depending on the option you choose, the system will present you with a list of additional choices if they are available.

### **Manage Voice Messages Option 1**

- Listen to new messages **press 1**
- Listen to saved messages **press 2**
  - Save current voicemail **press 1**
  - Forward message to extension by dialing the 10-digit number followed by #, **press 2** or
  - Dial by name **press 2**
  - Dial by personal group **press 3**
  - Dial by personal contact **press 4**
- When finished addressing the message **Press #**
- Skip to next message **press 3**
- Replay current message **press 4**
- Reply to current message **press 5**
  - Call back to this number, and then listen to call options (on-campus only) **press 1**
  - Reply with voicemail. Listen to reply options, record message **press 2**
  - Hear special options (on-campus only)
- Play the text of a message **press 6**
- Delete this message **press 7**

### **Manage Faxes Option 2**

- Listen to new faxes **press 1**
- Listen to saved messages **press 2**
  - Save current fax **press 1**
  - Forward fax to extension by dialing the 10-digit number followed by #, **press 2** or
  - Dial by name **press 2**
  - Dial by personal group **press 3**
  - Dial by personal contact **press 4**
- When finished addressing fax **press #**
- Skip to next fax **press 3**
- Receive fax. Enter destination (fax number) followed by #, or dial by name **press 2**
- Listen to the text of fax body **press 6**
- Delete fax **press 7**
- Listen to envelope information **press 8**

# Telephone User Guide

## Integrated Messaging and Follow Me

**Accessing e-mail messages and/or e-mail message counts from your telephone is not supported at this time.**

### Main Menu

- Retrieve Voice Mail Messages **press 1**
- Retrieve faxes **press 2**
- Send voice message **press 4**
- Manage personal options **press 5**

### Send Voice Mail Option 4

- Enter 10-digit number followed by #, or
- Dial by name **press 2**
- Dial by personal group **press 3**
- Dial by personal contact **press 4**
- Record your message and hang up, or **press 1** to hear special options
- Review **press 2**
- Rerecord **press 3**
- Send, return to main menu **press 4**
- Cancel, return to main menu **press 5**
- Set priority **press 6**
- Schedule for future delivery **press 7**
  - Set time (in military format) **press 1**
  - Set date **press 2**
  - Finish or skip **press 3**
  - Mark message as private **press 8**
- To cancel and return to the previous menu **press \***

### Manage Personal Options Option 5

#### Set User Status Option 1

- Available **press 1**
- Away from desk **press 2**
- At lunch **press 3**
- In a meeting **press 4**
- Out of the office **press 5**
- Working at home **press 6**

#### Manage Your One Number Follow Me Option 2

- Turn Follow Me on or off, then listen for more configuration options **press 1**
- Listen to current configuration, then listen for more configuration options **press 2**

### Manage Your Rules

- Toggle rule on or off **press 1**

#### **Manage Personal Prompts Option 4**

- Record standard greeting **press 1**
- Review standard greeting **press 2**
- Record out-of-office greeting **press 3**
- Hear out-of-office greeting **press 4**
- Record name **press 5**
- Review your name **press 6**
- Deactivate out-of-office greeting **press 7**
- Deactivate standard greeting **press 9**

#### **Administrative Options Option 5**

- Manage personal groups **press 1**
- Change passcode **press 3**
- Playback options **Press 4**
  - Set verbose or brief playback (verbose is required to hear date and time stamp of messages) **press 1**
  - Sort by oldest or newest first **press 2**
  - Play high priority messages first **press 3**
  - Play mailbox confirmation **press 4**
  - Play status confirmation **press 5**
  - Configure message types **press 6**

#### **Announcement Only Option 6**

- To allow or disallow callers to leave messages **press 1**

#### **Manage Deleted Messages Option 7**

- Listen to deleted messages **press 1**
- Listen to deleted faxes **press 2**
- Restore all messages **press 3**
- Erase all messages **press 4**