To access voicemail the first time, use the default PIN of "1111". You will then be prompted through a one time only tutorial during which you will change your PIN (at least 4 digits), record a name and personal greeting for your mailbox.

**LOGGING ONTO THE SYSTEM**

**From your on campus phone:**

- Dial the internal system number, 83000 or press **MESSAGES** key
- Enter your PIN followed by #

**From another on-campus phone:**

- Dial your personal telephone number
- When your personal greeting starts to play, press *
- Enter your ID(5 digit mailbox number) followed by #
- Enter your PIN followed by #

**From off campus phone:**

- Dial 519 661-3000
- Press * to indicate that you have a mailbox on the system
- Enter your ID(5 digit mailbox number) followed by #
- Enter your PIN followed by #

**SETUP OPTIONS**

**RECORDING PERSONAL GREETINGS**

**From the main menu: Record a greeting**

- Press 4 to select Setup Options
- Press 1 to select Greetings
- Press 1 to record Standard Greeting
- Record the greeting
- Press # when finished recording

**From the main menu: Edit other greetings**

- Press 4 to select Setup Options
- Press 1 to select Greetings
- Press 3 to edit Other Greetings
- Alternate Greeting
- Busy - informs callers that you are on the phone
- Record the greeting
- Press # when finished recording
- Press 2 to turn on/off Alternate Greeting
- when Alternate Greeting is enabled, messages cannot be left
- when Alternate Greeting is disabled, callers will hear your standard greeting

**CHANGING YOUR VOICE MAILBOX PIN**

**From the main menu:**

- Press 4 to select Setup Options
- Press 3 to select Preferences
- Press 1 to select Change PIN
- Enter a PIN containing minimum of 4 digits
- Press # when finished entering your PIN

**LISTENING TO YOUR MESSAGES**

**From the main menu:**

- Press 1 to listen to New messages
- Press 31 to listen to Saved messages
- Press 7 to Delete message
- Press 9 to Save message
- Press # to skip to the next message

**HELPFUL KEYS**

*Use these Keys anytime:*

- Press 0 for voicemail HELP
- Press * to Cancel or Back Up or Exit

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**Western**

**Voicemail Quick Reference Brochure**

ITS Support Centre
Support Services Building
E-mail: helpdesk@uwo.ca
Phone: 519 661-3800 or x83800

Ask ITS: [http://askits.uwo.ca](http://askits.uwo.ca)
1. From your on-campus phone
   - Dial 83000 or press Messages key
   - Enter your PIN followed by #

2. From another on-campus phone
   - Dial 83000
   - Enter * to indicate you have a mailbox
   - Enter your ID followed by #
   - Enter your PIN followed by #

3. From off-campus/remote
   - Dial 519 661-3000
   - Enter * to indicate you have a mailbox
   - Enter your ID followed by #
   - Enter your PIN followed by #

Retrieve Messages
- New
- Saved

End of Message Options
- Skip back
- Repeat
- Properties
- Forward
- Delete
- Reply
- To Reply
- Call the Sender
- Save
- Next Message
- Mark New

Send Messages
- Send a Message

Address and Record Message:
- Send
- Urgent
- Return Receipt
- Mark Private
- Future Delivery
- Review Recording
- Re-record
- Add to recording
- Add name
- Hear all names (or delete names)

Setup Options
- Setup Options

Greetings

Message Settings
- Change Message Notification
- Menu Style
- Private Lists

Preferences
- Change your PIN
- Change Recorded Name
- Directory Listing

Find Messages
- Find Messages
- Another voicemail user
- All outside callers
- A specific outside caller

PIN = password
ID = 5 digit mailbox number
To EXIT press *
For voicemail HELP press 0