

Voicemail - HRE/DRC/OAR

Access Voicemail Box:

1. Press the Messages Key on your phone, press (*).
2. Enter your ID (extension i.e. 22465) and press (#).
3. Enter your PIN and press (#). Default PIN is **13579**.
4. Listen for prompt.

Shortcut Menu:

- (2) Save
- (3) Delete
- (7) Rewind
- (##) Fast-Forward to End
- (*) Cancel or Back up
- (#) Skip or Move Ahead
- (0) Help



It is important to **not** move your phone to another location without notifying Division of Student Affairs IT Helpdesk. IP Phones are assigned to the position not the employee.



Change Voicemail Greeting:

1. Open your voicemail.
2. Press (4) for Setup Options.
3. Press (1) for Greetings.
4. Press (1) to change greeting.
5. Press (1) to record new greeting.
6. Follow the voice prompts
7. Press (*) to end.

Change Recorded Name in Directory:

1. Open your voicemail box.
2. Press (4) for Setup options.
3. Press (3) for Personal settings.
4. Press (2) to record your name in the directory.
5. At the tone, record your greeting.
6. Listen to voice prompt.

Change Name/Number Displayed on Phone:

To change the display information(i.e. name, number), submit a ticket to Student Affairs IT Helpdesk: ithelp@ufsa.ufl.edu or call (352) 392-2465

Before submitting a ticket verify the office number. List your display information exactly how it will be read.

Reset Voicemail Password:

1. Call Student Affairs Helpdesk at (352) 392-2465.
2. Submit a ticket to UF DSA IT Helpdesk at: <https://hms.housing.ufl.edu/iservicedesk> or email ithelp@ufsa.ufl.edu
3. Go to voicemail.housing.ufl.edu/inbox
 - a. Enter **Student Affairs** Username (i.e. AlbertG).
 - b. Enter Password associated account above.
 - i. Contact Student Affairs IT for this information.
 - c. Click on the **Settings**.
 - d. Click on **Passwords**
 - e. Click on **Change PIN**.
 - f. Type in password and confirm password. (Must be 5 characters)
 - h. **Save** and Log Out.

Any concerns should be directed to the Division of Student Affairs IT Helpdesk.

Not all employees will have the same type of Cisco IP Phones, therefore separate instructions may be needed. More indepth documentation on what features are available and how to use them is available upon request.

Please note this tutorial **only** applies to:
 Housing and Residence Education
 Disability Resource Center
 Office of Assessment and Research