



AT&T UC Voice Voicemail: Quick reference guide

Version 1.6



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Access your voice mailbox

From your own extension

1. Press the Messages button.
2. Enter your PIN, then press #.

From another extension

1. Press the Messages button.
2. At the greeting, press *.
3. Enter your ID number (your 7-digit phone number) then press #.
4. Enter your PIN, then press #.

From an outside line – option 1

1. Dial your direct telephone number.
2. At your greeting, press *.
3. Enter your ID number (your 7-digit phone number) then press #.
4. Enter your PIN then press #.

From an outside line – option 2

1. Dial your voicemail access number.
 - _____
2. Enter your ID number (your 7-digit phone number) then press #.
3. Enter your PIN then press #.

Shortcut keys

- * Cancel or back up to a previous menu
- # Bypass a user's greeting
- ## Switch between alpha & numeric characters

Your voicemail access number is:

Your temporary PIN is: **12345**

Initialize your mailbox

Set up your new mailbox

1. Log in to your voice mailbox.
2. You will hear a welcome message and then be prompted to personalize or update your settings. A tutorial will play until you successfully complete the mailbox setup.

Record your name

1. When prompted, say your first and last name.
2. Press #.
3. Listen to your new recorded name.
4. If you like the recording, press # to accept.

Record your standard greeting

1. When prompted, press 1.
2. At the tone, record your greeting.
3. Press # when you are done.
4. Listen to your new greeting.
 - To erase and re-record, press 1.
 - To accept, press #.

Set your PIN

1. When prompted, enter your temporary PIN (12345) and press #.
2. Enter a new PIN.
3. Press #.
4. Re-enter the new PIN to confirm.
5. Press #.

Note: There may be additional options that you may skip.

Exit mailbox set-up

When the setup is complete, the system will say: "You have finished Enrollment."



Play messages

Listen to new or existing messages

1. Log in to your voice mailbox.
2. Pressing:
 - 1 Plays the new messages
 - 3 Plays the old (previously reviewed) messages

While listening to a message

1. Pressing:
 - 1 Restarts the message
 - 2 Saves the message
 - 3 Deletes the message
 - 4 Slows down the message
 - 5 Changes the volume
 - 6 Speeds up the message
 - 7 Backs up the current message 7 seconds
 - 8 Pauses the message or resumes it after a pause
 - 9 Fast-forwards the current message 7 seconds

After hearing the current message:

1. Pressing:
 - 1 Repeats the message
 - 2 Saves the message
 - 3 Deletes the message
 - 4 Replies to the message
 - 5 Forwards the message
 - 6 Marks the message as new
 - 7 Skips back to repeat the message without restating the time and date
 - 9 Plays of summary of message properties

Compose a message

Record a message

1. Log in to your voice mailbox.
2. Press **2** to create a message.
3. Record your message.
Note: Press **8** to Pause or resume the recording.
4. Press **#** to end the recording.
5. Enter the name, extension number or distribution list to which you want to send the message, then press **#**. Repeat this step to add more names, extensions or lists.
Note: Press **##** to switch between alpha and numeric keypad entries.
6. Select the appropriate delivery option:
 - #** Sends the message
 - 1** Marks the message as urgent
 - 2** Requests an acknowledgement sent to you when the message has been received
 - 3** Marks the message as private
 - 4** Saves the message for future delivery
 - 5** Reviews the message
 - 6** Re-records the message
 - 7** Adds to the message
 - 9 1** Adds a name to the distribution list
 - 9 2** Reviews all names or deletes names
 - 9 5** Sends you a copy of the message
 - *** Cancels the message

Transfer a caller directly to voicemail

To send to your own mailbox

1. With the caller on the phone, press the iDivert soft key.
Note: You may need to press the More key to get to the iDivert option.

To send to another voice mailbox

1. With the caller on the phone, press the Transfer soft key.
2. Enter the asterisk (*) and then the mailbox ID number.
3. Press the Transfer soft key.



Forward calls directly to voicemail

Immediately sends all calls to your voice mailbox without ringing your phone.

Activate call forward

1. Without lifting the handset, press the CFwdALL soft key.
2. Listen for the two beeps.
3. Press the **MESSAGES** key.
4. Listen for one beep and "Forwarded to Voicemail" will display.

Cancel call forward

1. Without lifting the handset, press the CFwdALL soft key.

Modify personal settings or greetings

Change your voicemail PIN

1. Log in to your voice mailbox.
2. Press **4 – 3 – 1**.
3. Enter a new PIN.
4. Press **#**.
5. Re-enter the new PIN to confirm.
6. Press **#**.

Re-record available greetings

1. Log in to your voice mailbox.
2. Press **4 – 1 – 1**.
3. Record a new greeting.
4. Press **#** to end recording.
5. Listen to new greeting.
6. Pressing:
 - 1 Re-records your current greeting
 - 2 Turns your alternate greeting on/off
 - 3 Edits other greetings
 - 4 Reviews all of your greetings

Enable or disable a greeting

1. Log in to your voice mailbox.
2. Press **4 – 1 – 3**.
3. Choose one of the following greetings:
 - 1 Standard greeting
 - 2 Closed (after hours) greeting
 - 3 Alternate greeting
 - 4 Busy (when on another call) greeting
 - 5 Internal greeting
 - 6 Holiday greeting
4. Listen to the greeting.
5. Pressing:
 - 1 Re-records the greeting
 - 2 Turns on the standard greeting
 - 3 Turns on the greeting you just heard
6. Press ***** to exit.

Change your recorded name

1. Log in to your voice mailbox.
2. Press **4 – 3 – 2**.
3. Record your name.
4. Press **#** to end recording.
5. Listen to your new recorded name.
6. Press ***** to save the new recorded name or re-record a new name.

Change your directory listing status

1. Log in to your voice mailbox.
2. Press **4 – 3 – 3**.
3. Pressing:
 - 1 Changes your listing status
 - # Keeps your current listing status

Change the voicemail menu style

1. Log in to your voice mailbox.
2. Press **4 – 2 – 3**.
3. Press **1** to toggle between full and brief prompts.