Follow these steps to get started using your WSU voicemail system with any touchtone phone. The most frequently used options are highlighted on this guide.

**Access Voicemail**

**From your desk phone**

Dial **Extension 8558**.

Enter **Password and #**.

Your initial password is the number 8. The system will prompt you to change your password.

**From a different phone or extension**

Dial **978-8558 or extension 8558**.

Enter **Mailbox/extension**.

Enter **Password and #**.

**Changing a voicemail password**

Access voicemail.

**Personal Greeting and Sample Scripts**

The **Personal Greeting** is played when the extension is busy or unanswered.

**Record your Personal Greeting**

Access voicemail.

**Record Personal Greeting (samples below).**

**Sample Scripts**

This is (your name) at Wichita State University and it is (day, date). I am in the office today but unable to take your call. Please leave your name, number and a brief message, I'll return your call as soon as possible. Thank you.

This is (your name) at Wichita State University. I am currently out of the office and will return on (day, date). Please leave your name, number and a brief message, I'll return your call as soon as possible. Thank you.

You have reached (your name) at Wichita State University. Please leave your name, number and a brief message, I'll return your call as soon as possible. Thank you.

**Get Messages**

Access voicemail.

**Get Messages menu, select one:**

**0** Listen to the message.

**1** Respond to or forward the message.

**2** and **3** Delete the message.

**Replay header (date, time, number).**

**#** Save the current message and skip forward.

**Message Playback Options**

**Rewind**

**Pause/Resume**

**Louder**

**Skip backward**

**Skip forward**

**Quieter**

**Slower**

**Faster**

**0** Replay from start

**#**

**General Tips**

When calling a WSU extension and your call is sent to their voicemail: Skip the greeting, record a message, press 1.

**From your desk phone:**

Send All Calls to voicemail **from a dial tone**.

To cancel Send All Calls, **from a dial tone**.

**Access voicemail.**

Press **and 3** Help.

Press **and 7** Back to Activity Menu.

**Spoken Name Greeting**

The first time you access voicemail, you'll be prompted to record your Spoken Name.

The Spoken Name can be re-recorded at any time. For example, if a mailbox/extension is reassigned, your name has changed or you simply don't like the sound of your previously recorded Spoken Name, change it!

**Record your Spoken Name**

Access voicemail.

**Record your name.**

**Who do I call for Help?**

During regular business hours, call 978-3535 for assistance from Telecommunications.

**On-line Help**

Logon to http://mywsu.wichita.edu. Select the tab Help for Faculty/Staff and in the General Help channel, click on WSU Voicemail Upgrade. Or go to http://wichita.edu/ucats, select Telecomm, WSU Voicemail in the left navigation bar.

Modular Messaging contains robust on-line help. (At this time, not all Modular Messaging options are available.)

Wichita State University

Telecommunications

Last Revised August 1, 2008

Page 1 of 1