

This is a reminder that WOU will move to a new voicemail system during the break. Please see below for a list of Frequently Asked Questions:

**What do I need to do as a new user of this system?**

Please dial in to 8-9222 from your own extension to record your name, set a mailbox password, and optionally record your personal greeting. A video of this process is available here [<http://www2.wou.edu/pls/wou2/woutv.home?pid=396>]. Note that your new mailbox will be active and receive voicemails even before you complete this setup process.

**Is there a new printable instruction sheet?**

Yes. Download it from the telecom webpage here [<http://wou.edu/ucs/telecom.php>] under "2013 Voicemail transition."

**What is the password requirement for my mailbox?**

The password needs to be six digits or longer.

**Will my old greetings and messages be moved to the new system?**

No, you will need to record a new personal greeting and your saved messages cannot be moved due to technical limitations. The old system will remain available for three months at 8-8111 to reference your old greetings and messages.

**I'm not receiving my voicemail emails at the correct email address.**

Voicemail extensions were matched to email addresses based on the data available in the online directory here [[http://wou.edu/core\\_features/findit/](http://wou.edu/core_features/findit/)]. Additionally, extensions shared by a large number of customers were not automatically configured to forward voicemail email. Please contact us with corrections or updates to this information.

**When I dial the new voicemail number, 8-9222, I'm taken directly to my own mailbox. How do I check another extension's voicemail?**

You can access the general voicemail login menu by dialing 8-9333.

**What is the initial password to my voice mailbox?**

You are taken directly in to your mailbox menu when you dial 8-9222 from your personal station on campus. If you dial 8-9222 from off campus, from a station without a mailbox, or if you dial 8-9333, you are prompted for a mailbox number and a password. Enter the mailbox extension as five digits. The initial mailbox password is the mailbox extension (e.g. mailbox 80001's password is 80001). The first time you log in, you will be prompted to record the mailbox name and set a new password of six digits or more.

**Are voicemails still deleted after 10 days?**

No, voicemails in the new system remain as voicemails for up to 31 days, and they exist as email attachments in Gmail until you delete them.

**I only want to listen to my voicemails on my computer, but I have to listen to them again on the phone to turn off its light.**

We can configure your mailbox to only send voicemails as emails and otherwise skip the voicemail system itself. This will also deactivate your phone's message waiting indicator.

**Is there still a special code to transfer a caller directly to another extension's voice mailbox?**

Yes. Press *transfer*, then dial 8-9444, enter the destination mailbox, press #, and then press *transfer* or *complete* to connect the caller with the destination mailbox.

**Will my phone's voicemail speed dial button be updated automatically?**

If your phone has a display and a button programmed to dial the old Audix system (8-8111), it will be automatically updated to instead dial the new system at 8-9222. We are not able to centrally reprogram speed dials of phones without screens. To program your 6220/6221 analog phone: Press the lower left speed dial button while on-hook and listen for a high-pitched tone. Press the speed dial button you want reprogrammed. Press 8 9 2 2 2. Press the lower left speed dial button again.

**Does the new system support custom “zero out” options for incoming callers to ring another extension at WOU in lieu of leaving a message?**

It does not. There are some workarounds possible for customers that used this feature in Audix. One option is to state in your personal greeting another number to dial for immediate assistance, (e.g. “This is the voicemail of Jan Smith. I'm not able to take your call now. Please leave a message after the tone or dial my colleague at 8XXXX for immediate assistance.”) Another option is to create a custom coverage path for your extension that will ring other stations after yours before directing the call to voicemail. We can also add second or third email destinations for voicemail messages so that team members are aware of calls even if the called party was unavailable.