**Accessing your Voice Mailbox**

**From your own phone On Campus:**
- Dial 5-1000
- Enter your security code

**From another voicemail user’s phone On Campus:**
- Dial 5-1000
- Press *
- You will hear the Main Voicemail Greeting
- Press #
- Enter your voice mailbox number (last 5 digits of phone #)
- Enter your security code

**From a non-user’s phone On Campus:**
- Dial 5-1000
- You will hear the Main Voicemail Greeting
- Press #
- Enter your voice mailbox number (last 5 digits of phone #)
- Enter your security code

**From Off Campus:**
- Dial 545-1000
- You will hear the Main Voicemail Greeting
- Press *
- Enter your voice mailbox number (last 5 digits of phone #)
- Enter your security code

**From Online using Web PhoneManager:**
- Visit: umass-wpm.oit.umass.edu
- Enter your voice mailbox number (last 5 digits of phone #)
- Enter your security code

**Follow-Me and Diversion to Voicemail**

**Activate a “follow-me” to voicemail:**
(sends all calls directly to voicemail – your phone will not ring)
- Press * 2 # 5-1000 #
- Listen for a pulsating dial tone
- Hang Up

**Cancel a “follow-me” to voicemail:**
(phone will ring before going to voicemail)
- Press # 2 #
- You will hear a steady dial tone
- Hang Up

**“Diversion”**
A “diversion” transfers callers from a phone to another pre-programmed answering point (Ex. to another phone or to voicemail). It differs from a “follow-me” in that you can’t program a diversion point yourself. However, you can control how it works, by activating or canceling a diversion.

**No Answer Diversion:**
(by default, a phone with a mailbox will divert to voicemail after 4 rings)
- to cancel: Press # 2 1 #
- to re-activate: Press * 2 1 #

**Busy Diversion:**
(by default, a phone with a mailbox will divert to voicemail when busy)
- to cancel: Press # 2 2 #
- to re-activate: Press * 2 2 #

If you need help with a diversion to voicemail, call 577-4357.

**Greetings**

**To change your Standard Greeting:**
*From your voice mailbox main menu:*
- Press 3 (Phone Manager Functions)
- Press 4 (Record Standard Greeting)

**To record your Out-of-Office Greeting:**
This temporary greeting will allow you to alert callers that you are away. The Out-of-Office Greeting will play in place of your regular Standard Greeting without disturbing it.
*From your voice mailbox main menu:*
- Press 3 (Phone Manager Functions)
- Press 6 (Record Out of Office Greeting)

**To change your Recorded Name:**
This is the recording your colleagues will hear when they send you a message from within their own mailbox.
*From your voice mailbox main menu:*
- Press 3 (Phone Manager Functions)
- Press 1 (Personal Options)
- Press 5 (Record your Name)

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**Voicemail Help**
Call 577-4357 or Email: voicemail@oit.umass.edu