Voicemail FAQ

1. How do I upgrade to the new voice mail system?

IT Telecommunications will contact your Departmental Key Advisor to schedule the upgrade for all departmental phones. Department Key Advisors will notify voice mail subscribers when their phones will be upgraded. Steps you will follow to upgrade:

From your phone, dial 4-MAIL (4-6245)
Press 2 at the menu to enter the new voice mail setup and tutorial.
You will be asked to enter your Security Code/PIN. Your default Security Code/Pin is 00000.
After entering the default Security Code/PIN the system will guide you through changing your Security Code /PIN, recording your name and recording a personal greeting.
Email **telecom@okstate.edu** indicating you have completed the setup. This is an important step in the upgrade since this will notify Telecommunications to begin sending all your voice mail to the new system. Failure to inform Telecommunications you have completed the setup at your phone may result in your having to use two separate systems. Please complete your setup and notify Telecommunications within two days of your department's upgrade date.
Within two hours of receiving your email, Telecommunications will begin forwarding all calls to your new voice mail box.

2. How do I access my new voice mail box from off-campus?

Dial the voice mail access number (405) 744-6245. The system will ask you to enter your mailbox number then your security code/PIN. (You do not need to press '#'.) Enter your five digit mailbox number. Enter your security code/PIN.

3. Will the cost of my current voice mail service increase?

The voice mail upgrade will not increase the cost of voicemail services. However, your old voice mail messages will not transfer over, and many of the voice mail menu items and features will be different. You can download a quick reference guide at **www.telecom.okstate.edu**.

4. How will my phone be affected?

Your phone will not be affected by the replacement of your voice mail system.

5. Why do I have to learn new prompts?

The voice mail menu prompts are set system wide and determined by the product vendor. They can not be individually configured.

6. Is documentation and training available for the new voice mail system?

Yes, documentation is available on the IT web site at **http://it.okstate.edu/services/voicemail.php**. Instructor-led training is available by calling Telecommunications at 744-7174 or emailing **telecom@okstate.edu**

7. Will my old messages and settings automatically be transferred to my new voice mail box?

Unfortunately the old system does not have the capability to export messages or settings to the new system. However your old voice mailbox will be available for two weeks after your voice mail is upgraded. This will ensure that you have time to respond to saved messages in the old system 1.

8. Do I have to listen to all of the voice mail prompts?

If you know the appropriate menu response/option you can press it at any time before the prompt message completes to bypass the prompt. For example, when calling for messages, you do not need to wait for the system to ask for your security code/ PIN, you can key it as soon as the system answers.

9. Can I change the number of times my phone rings before it goes to voice mail?

This parameter is set system wide for all users. It can not be set individually. The first time a phone goes unanswered it is 16 seconds before it diverts to voice mail. If there has been no activity on that phone between phone calls, the second unanswered call drops to 8 seconds before it diverts to voice mail. You always have the option of pressing the 'Call Divert' button on your phone to immediately divert calls to your voice mail when you're unable to answer the phone.

10. What is the required length for voice mail security code/PIN?

The security code/ PIN can be 5 to 15 digits in length.

11. How do I reset my voice mail security code/PIN?

You may reset your security code/ PIN either through your O-Key account or by calling 4-MAIL and doing the following steps:

Access your account by entering your mailbox number and security code/PIN
Press 3 to access the PhoneManager.
Press 1 to access the Personal Options menu.
Press 4 to change your security code/PIN.
Enter a new numeric security code/PIN followed by the # key.

12. Will I be charged to change my voice mail security code/password?

When you reset your voice mail security code/password through your O-Key account or through your phone, there will be no charge. If the security code/password needs to be reset by Telecommunications, there will be a $15 reset fee.

13. Can I designate an attendant/personal operator so the caller will have the option to be transferred to this person instead of leaving a voice mail?

Yes, you can designate an attendant/personal operator and provide the caller the option of speaking with your attendant/personal operator rather than leaving a voice mail message.

14. How do I set up an attendant?

To set up an attendant/personal operator you will need to login to your O-Key account and use the Voicemail button on the left menu bar. You will be asked to provide the five digit extension of your attendant/personal operator. Be sure the personal greeting you record on your phone indicates callers have the option to be transferred to an attendant/personal operator by dialing 0.

Call Telecommunications at 4-7174 or email **telecom@okstate.edu** to request assistance in making changes to their attendant.

15. Can I retrieve deleted voice mail messages?

You can retrieve and listen to deleted voice mail messages during the same voice mail access session. After deleting a message then exiting from voice mail you will not be able to retrieve the deleted message in your next session.