

## PennNet Phone Voicemail Quick Start Guide



### Setting Up Your Account

The first step is creating *Your Voice Mail Password* the second is selecting the *Delivery Option* you desire. **Open the PPS Web Tool which can be found at**

1. <https://pps.voice.isc.upenn.edu>
2. **Enter your PennKey & Password & Click on the Login button**
3. Click on Select Features and Voice Mail link in the left column
4. In the Create New Voice Mail Password Field – enter a numerical password
5. Re-enter the same password in the (confirmation field) & Click Submit
6. Take a moment to consider how you would like to receive your voice mail messages. The default setting is Option 1 Telephone only. Review the four options available in PPS; there is an explanation of each option in the Voice Mail Delivery section of PPS
7. Select the radio button next to the Voice Mail Delivery Method you desire to use & Click Submit
8. Click Logout to exit PPS

**Note:** A link for PPS can be found on the voice services home page [www.upenn.edu/computing/voice/](http://www.upenn.edu/computing/voice/)

### Record Personal Greetings

If you do not record a greeting, callers will hear the generic voice greeting: "Please leave your message after the tone. When done, hang up or press the pound key." We suggest you record an unavailable and busy greeting as well as your name.

### Unavailable Greeting

1. Using your PennNet Phone, press the Messages button to the right of the key pad to access voice mail or dial 6-8000. When prompted, enter your password.
2. Press 0 for mailbox options
3. Press 1 for the Unavailable greeting (press 2 Busy greeting, Press 3 Name)
4. After recording, press #, then follow the prompts to accept, listen or re-record your greeting
5. After recording your unavailable greeting, follow the prompts to record your **Busy Greeting & Your Name**

**Note:** Record a temporary greeting only for absences such as vacation. A Temporary greeting overrides all other greetings without erasing them. You must delete the temporary greeting to reinstate other greetings

### Retrieving Message via E-mail

1. Log into email.
2. Look for email messages from "ISC Voicemail Server."

3. Open each email and do the following depending on the voice mail delivery method you selected

### Delivery Method Options

**Email and Telephone:** Manage (save, delete, etc.) the same message by telephone and by logging into email. With this option, when you listen to and manage a voice mail message using your computer that same message will appear in your voice mailbox as a new message, and vice versa. You will receive a message waiting light on your PennNet Phone indicating you have new voicemail messages.

**Telephone and Email Notification:** Dial into your voice mailbox to listen to your voice mail messages. With this option, you listen to and manage messages via telephone. You receive an alert in email and the message waiting light on your PennNet Phone lights up indicating that you have new voicemail messages.

**Email Only:** Click on the sound file attachment to hear your voice mail message. With this option, you listen to and manage all messages via a computer and it is your responsibility to manage (save, delete, etc.) each message. Voice mail messages are NOT accessible by phone. You will NOT receive a message waiting light when there

are new messages in your voice mailbox.

### Telephone Only Retrieving Messages from your PennNet Phone

Press the Messages button, enter your password or dial 6-8000

### From any other phone on campus

Dial 6-8000, press #, when prompted, enter your mailbox number (your 5-digit extension), then enter your password.

### From off campus or a cell phone

Dial 215-746-8000, when prompted, enter your 5-digit extension, and then enter your password.

### Using PPS

Log in to PPS to manage certain telephone features such as call forwarding, voice mail settings and proxy options. To access PPS, see instructions in the first column of this guide.

### Requesting repairs

To report problems with telephone equipment, lines or voice mail visit [www.upenn.edu/computing/voice/help/repair.html](http://www.upenn.edu/computing/voice/help/repair.html)

### Learn more

User guides & FAQs are available on the Penn Voice Services web site at [www.upenn.edu/computing/voice/help/guides.html](http://www.upenn.edu/computing/voice/help/guides.html)

