

- Voice mail requests should go to utvoicemail@austin.utexas.edu. Following the rollout of ServiceNow (SN), email to that address automatically creates a ticket in SN.
- Caller ID requests should be sent to assignment@its.utexas.edu or voice@austin.utexas.edu, which also automatically creates a ticket in Service Now.

Information on how to call long distance:

<https://wikis.utexas.edu/display/itsnt/VoIP+Project+-+Using+Voice+Services>

Your Voice mail account (includes your long distance account if any)

https://utdirect.utexas.edu/apps/itp/ldonline/account_summary_lookup/

USEFUL Information for VOIP Service Requests

<https://wikis.utexas.edu/display/utvm/Service+Requests>

Phone assignement 17800 Don

Call pickup group: 23/month.

Calls dial a code + 2nd line + \$7 installation fee

Work Order:

Getting Started with UT Voice Mail

UT's new Voice Over IP (VoIP) phone system comes with its own integrated voice mail system, which has been re-branded "UT Voice Mail" (UTVM). The information below will help you get started with basic login and setup tasks using your new UTVM mailbox. Included are steps for popular customizations, help and support information and known issues.

Quick-Start Video: ITS has produced a step-by-step video demonstration of the following two start-up tasks on YouTube. Caveat: It does not contain instructions for setting the number of rings (after forwarding calls when you don't answer; see Step 2 below). We recommend that you right click the link to open it in a separate tab: [UTVM Setup Video](#)

STEP 1 - Personalizing Your UT Voice Mail Box

The first time you login, you'll be guided through several steps. The first step is to change your PIN (this step is required); the others are to record your name and your greeting (optional but recommended) so you may want to have your greeting script ready beforehand.

Logging in from your campus phone:

- Dial #71. UTVM will automatically find your mailbox. (NOTE: To log in to a mailbox associated with a different phone, press the star key to be prompted for a mailbox number.)
- Enter your PIN (the default PIN is 1111) and press the pound key.

Logging in from another phone:

- Dial the access number for UTVM: 512 232-UTVM (8886); on campus, dial 2-8886. (NOTE: If you're on a phone with its own UTVM mailbox, you'll be prompted for its PIN, so press the star key to be prompted for your own mailbox number.)
- Enter your mailbox number (the last five digits of your campus phone number) and press the pound key.
- Enter your PIN (the default PIN is 1111) and press the pound key.

IMPORTANT: After you've personalized your UTVM box, please proceed to Step 2: Activating Your Mailbox.

STEP 2 - Activating Your UT Voice Mail Box

Unlike in the previous phone system, you can implement and control the call-forward features used with voice mail: forward-no-answer and forward-busy. Most customers use both, but some prefer to omit one or the other. Once you've personalized your mailbox, you will need to follow these steps to start sending calls to it.

IMPORTANT: The following steps should be done from the dial tone, so if you are still logged into your mailbox from Step 1 above, hang up.

To forward calls to voice mail when you don't answer the phone:

1. To activate this feature: From the dial tone, dial *84 28886 and wait for the confirmation tone, then hang up and proceed to next step:
 2. **IMPORTANT:** The default number of rings callers hear before forwarding to voice mail is 9. To change the number of rings: (NOTE: You must perform the above step (*84 28886) for the following to have any effect.) From the dial tone, dial *33 followed by any number of rings from 2 to 9, wait for the confirmation tone, then hang up. For example, to set your phone to forward after 2 rings, dial *332. NOTE: This is the number of rings the caller will hear; the number you hear on your set may vary depending on the type of set you have. The ring cycle for callers is 6 seconds per ring.
- To deactivate this feature: From the dial tone, dial *85 and wait for the confirmation tone, then hang up. NOTE: If you reactivate this feature later, it will default back to 9 rings, so you may need to adjust the number of rings.

To forward calls to voice mail when you're already on the phone:

- To activate this feature: From the dial tone, dial *82 28886 and wait for the confirmation tone, then hang up.

- To deactivate this feature: From the dial tone, dial *83 and wait for the confirmation tone, then hang up.

To forward all calls straight to voice mail:

- To activate this feature: From the dial tone, dial 72 28886 and wait for the confirmation tone, then hang up.
- To deactivate this feature: From the dial tone, dial 73 and wait for the confirmation tone, then hang up.