USA PHONE SYSTEM: SETTING UP VOICEMAIL (MAIN CAMPUS)

Updated 2/22/2017 – To check for any available updates go to http://www.southalabama.edu/departments/csc/Telecom.html

Dialing Voicemail:

From on campus: Press the mailbox button, or dial 6-1380.

From off campus: Dial (251) 461-1380. When the system answers, press the "#" key.

Enter your password: The default user password is 0000.

If you are not prompted for a password, call Telecommunications at 6-7114 or use USAHELP (usahelp.southalabama.edu) to request a voicemail box for your phone line.

The system will prompt you to enter a new password. This should be anything other than 0000 and at least four digits long. The system will then walk you through the rest of the steps for recording a greeting. *All steps must be completed or you will need to start over the next time you dial into voicemail.*

To Check Messages:

If the Mailbox Envelope is lit, press the Envelope Button and then the ok button and follow the prompts.

To change mailbox settings when there are no messages, press the Envelope Button or dial 6-1380 and follow the prompts.

To skip to the end of a message while it is playing, press 33.

To delete a message while it is playing, press 337.

If a fax machine leaves a tone on your voicemail and the messages before it have been deleted, dial back into voicemail, enter your password and quickly press 12337. You may need to dial back in if there are multiple messages.

To change your greeting, press 4 then 4 after you enter your password.

To change your recorded name, press 4 then 1 then 5 after putting in the password.

To change your password, press 4 then 1 then 4 after you put in your password.

To go to the previous menu or exit from the main menu press *

Checking your voicemail from an off-campus phone (Any phone that is not on the Main Campus or USA Commons are treated as *off-campus phones* to the new voicemail system):

If you are checking voicemail from an on-campus phone **with** voicemail, press the Envelope Button, the OK Button (if needed) and then press *#. Then enter your mailbox number and password.

If you are checking voicemail from an on-campus phone **without** voicemail, press the Envelope Button, the OK Button (if needed) and then press #. Then enter your mailbox number and password.

From off-campus: Dial (251) 461-1380. When the system answers, press the "#" key.

If you check your messages from your home or cell phone on a regular basis, we can associate that number with your voicemail box. When you call from that number in the future, you will only need to enter your password. **We can also send your voicemail files to your email.** Just email us at telecom@southalabama.edu or use the USAHELP system and give us your cell/home phone number and/or your email address along with your voicemail/campus phone number. To get started with USAHELP, type USAHELP in the address bar in Internet Explorer or Firefox and follow the instructions.

Out of Office (Vacation) Greeting:

After you enter your password for voicemail, press 4 for Phone Manager Functions and then press 6 for Out of Office Greeting. Follow the prompts to record your Out of Office Greeting. When you next check voicemail you will be prompted to delete the Out of Office Greeting. The voicemail system will then revert to using your original greeting.