

# User Guide - Voicemail

You can:

- Personalize your voicemail
- Check for voice messages
- Listen to voice messages

## Initial Voicemail Setup

Press the **Messages** button, and then follow the **voice prompts**.

- The first time you access voicemail, it will take about 5 minutes to complete the setup. Be prepared to enter a 6 digit pin and a custom greeting. Note – Remain on the line until you are notified you completed enrollment.

**The default pin is 12341234**

Check for voice messages in any of the following ways:

- Look for a solid red light on your handset
- Look for a Message icon on a line label

The red background indicates that there are new voice messages

## Listen to Voice Messages

- To listen to voice messages, press the **Messages** button on the phone
- Follow the prompts to listen to your voice messages
- After you listen to your new voice messages, the message indicators are updated on the phone screen. If there are no new voice messages, the Message icon is removed from the line label, and the Voicemail icon is removed from the right side of the phone screen.

## Listen to Voice Messages outside of Campus

- Dial 765-285-0400
- Enter your extension number, followed by # – Ex. 51234#
- Enter your voicemail PIN
- Follow the Prompts to listen to voice messages

## Change Voicemail Greeting

1. To change your personal greeting, press the **Messages** button
2. Enter your pin, press #
3. Enter setup options, press 4
4. Change greeting, press 1
5. To record a greeting, press 1
6. Record your greeting at the tone, when finished press #

## Accessing your voicemail through the Web

1. Go to: <https://unityvoicemail.bsu.edu/inbox>
2. Login using your BSU username and password.
3. Click **login**
4. Click on **Web Inbox**.
5. Double click on a message to play it