

Voice mail

**** You can reset your Voicemail PIN here:** <https://my.voip.psu.edu/changepin.php>

At your desk phone:



1. Press the Voicemail button -
2. Supply your PIN when prompted
3. If this is your first time logging into voice mail, please follow the voice directions to setup your greeting.
4. If you're unsuccessful, you may be asked for your user id. In this system, it's your 11 digit phone number (ex: 1-xxx-xxx-xxx)
5. If you continue to get login errors, please try to reset your PIN using the link above. If that doesn't work, please contact your IT department.

Away from your desk:

1. Call xxx-xxx-xxxx (voice mail Pilot) from a non-campus phone.
2. You'll be asked for a user id. In this system, it's your 11 digit phone number (ex: 1-xxx-xxx-xxxx)
3. Supply your PIN when prompted
4. If you are unsuccessful logging in, please use the link above to reset your PIN. if that doesn't work, please contact your IT department.

On the web:

1. Visit <https://my.voip.psu.edu>
2. Click on the Inbox link at the very top.
3. Click on the "Play" link to play your voicemail.

Pilot numbers

Brandywine: 610-892-1234

Fayette: 724-430-4115

Hazleton: 570-450-3050

Forward Calls to another extension:

- Press the 'Forward All' or 'Fwd All' soft key on your desk phone display.
- Enter the extension or the phone number (with leading 8 + 1) you would like your number to forward calls to.
- You can also press the Voicemail button instead to forward your calls directly to your voicemail. This is helpful if you will be away from your office for an extended period of time.
- Press the 'Forward Off' or 'Fwd Off' soft key on your desk phone display to revert your calls back to the phone.

You can also administrate the Call Forwarding option of your own extension at the URL below (requires Firefox or Safari):

<https://my.voip.psu.edu/ucmuser/main#callforwarding>

Transfer a call:

1. Tell the person on the line to hold while you transfer the call.
2. Press the "Transfer" button on your desk phone. 
3. Dial the extension that you would like to transfer the call to.
4. Press the "Transfer" button again to complete the call transfer.

Example : Transferring an active call extension 259



How to Hold a Conference Call

for the conference function. You can quickly add multiple people on a call to address an issue, or you can schedule a more formal conference call. Both use the same function:

Initiate and Link a Conference Call:

1. Call the first participant of your conference. Tell this person to please hold as you connect the next participant.
2. Press the Conference button. 
3. You'll notice the first participant is put on hold.
4. Dial the number of the next participant.
 - a. When the call is answered, let this person know you're about to connect them to the conference.
 - b. If this third participant doesn't answer, or you have the wrong number, you can press the flashing line appearance on your phone to end the third participant call and return to the previous conference.
5. Press the Conference button again. All three of you are now on the call simultaneously.
6. Repeat steps 2 thru 5 for the remaining participants.
 - a. You can hold a maximum of 6 participants, including yourself.
 - b. If you need more than 6, please refer to the following web page to setup a Meet-Me conference call: <http://www.sas.psu.edu/productivity-and-communication/remote-meeting-services/meet-me-conferencing/>