USA Phone System: Setting Up Voicemail   New System

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

Dialing Voicemail:
From Strada   Press the Envelope Button, or dial 4-4800.
Away from Strada   Dial (251) 414-4800. When the system answers, press the "#" key.
Enter your password: The default user password is 0000.

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 4-4800 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 33 337. 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 another phone (A ROLM phone, main campus, Med Center, CW or MCI phone are all treated as off-site phones to the new voicemail system):

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

From off-site: Dial (251) 414-4800. 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 telecoms@uthalabama.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. URL for USAHELP is help.southalabama.edu

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.