

## Setup Your Voicemail

The first time you access the W-Exchange voicemail system, you will be prompted to set your greetings and choose your voicemail PIN.

1. Press the voicemail key on your phone or dial **7-3000**.
2. Enter the PIN provided to you by your telephone customer service representative, followed by the pound (#) key.
3. Follow the prompts to:
  - Record your name and a default greeting.
  - Setup a new PIN between 5 and 15 digits. Your new PIN can not include all the same digits [11111], all consecutive digits [12345] or your phone extension.
  - Choose whether or not you are listed in the directory. This setting allows callers to use a voice interface to reach you. The people search directory is not affected by this setting.
4. Once completed, you will hear “you have finished enrollment.” You may now hang up.

## How to Change Your Pin Via Web

1. Log in to the W-Exchange Voicemail web inbox with your Bronco NetID and password
2. Click settings
3. From the Passwords menu, select Change PIN.
4. On the PIN page, enter your new password, then enter it again to confirm it. Use digits 0 through 9.
5. Select Save.

## Check Your Voicemail Via Email

W-Exchange voicemail will send a copy of your voicemail messages to your email inbox.

1. Emails will be delivered with a .wav audio file of the message attached.
2. Once an email is marked as read, the message will also be marked as read by the voicemail system.
3. **Deleting** a message from your email will delete the message from your voicemail box.

## Check Your Voicemail Via Web

The W-Exchange Voicemail web inbox lets you manage any voice messages you receive.

- Login with your Bronco NetID and password
- Compose new voice messages
- Play, reply to, forward, or delete the voice messages you receive.
- Access and restore deleted messages. (Deleted messages are recoverable for 7 days.)

## Changing Your Greetings

1. Press the voicemail key on your phone or dial **7-3000**.
2. Enter your PIN, followed by the pound (#) key.
3. press 4 for setup options and choose 1 to change your greetings.

## Greeting Types

At a minimum, it is recommended that everyone setup a personal greeting. For those who want more control over their voicemail greeting, the following greeting types are available.

- **Standard Greeting:** This greeting plays during business hours based on the users work schedule
- **Closed Greeting:** When enabled this greeting plays after business hours based on the users work schedule. Business hours will be set to 8am to 5pm by default. Contact the Help Desk if you would like your business hours changed.
- **Alternate Greeting:** Turn on this greeting when you want to provide information about special circumstances, such as when you are on vacation. (For example, “I will be out of the office until <date>.”)
- **Busy Greeting:** Turn on this greeting when you want callers to know that you are on the phone. (For example, “I am currently on another line, please leave a message.”)
- **Internal Greeting:** Turn on this greeting when you want to provide information coworkers might need to know. (For example, “I will be in conference room B until noon today.”) When it is on, the internal greeting overrides the standard and closed greetings, and plays only to callers within your organization when you do not answer your phone.
- **Holiday Greeting:** Turn on this greeting when you want callers to hear a recording from you during a holiday. (For example, “Happy holiday. I am not available to answer your call. I will be out of the office from <date> to <date>.”)

# Using W-Exchange Voicemail

[wmich.edu/wexchange/voicemail](http://wmich.edu/wexchange/voicemail)



 **Technical Support**  
oit-telecomm@wmich.edu  
(269) 387-**HELP**

**W-Exchange voicemail web inbox:**  
VPN required for off-campus connection.  
**voicemail.wmich.edu**



wmich  
.edu / **it**

# Accessing W-Exchange Voicemail

Most frequently used menus and shortcut keys for managing messages and user settings by phone.

1. Call W-Exchange Voicemail
  - From your desk phone: Dial **7-3000** or press the Messages button on your phone.
  - From off-campus Dial **(269) 387-3000**
2. If you are calling from another phone on-campus or from off-campus, press \* when W-Exchange Voicemail answers.
3. If prompted, enter your Connection ID (usually your desk phone extension), and press #.
4. Enter your password, and press #.

## Main Menu and Shortcuts

Once connected to voicemail inbox:

Action	Key(s)
Play new messages	1
Send a message	2
Review old messages	3
Change setup options	4
Change greetings	41
Turn on/off alternate greeting	412
Choose full or brief menus	423
Find messages	5
List meetings	6
Play external messages	7
Change alternate greeting	8
Cancel or back up	*

## During Message Menu

While listening to a message, press:

Action	Key(s)
Rewind	1
Repeat message	11
Pause/Resume	2
Fast-forward	3
Slow playback	4
Play message properties	5
Fast playback	6
Quieter playback	7
Reset volume to default	8
Louder playback	9
Skip message, save as is	#
Cancel or back up	*

## After Message Menu

After listening to a message, press:

Action	Key(s)
Rewind	1
Repeat message	4
Play message properties	5
Forward message	6
Delete	7
Reply	8
Reply to all	82
Call the sender	88
Save	9

## Selecting Recipients

To select recipients from a list, press:

Action	Key(s)
Help	0
Repeat name	1
Previous name	7
First name in list	77
Next name	9
Last name in list	99
Select name	#
Exit list	*

## Send Message Menu

After addressing and recording, press:

Action	Key(s)
Mark urgent	1
Request return receipt	2
Mark private	3
Request future delivery	4
Review recording	5
Rerecord	6
Add to recording	7
Add a recipient	91
Play all recipients (and delete recipients)	92
Cancel message	*
Send message	#

## Entering Recipients

To change entry mode, press:

Action	Key(s)
Switch between addressing a message by name and addressing by extension	##