



UNIVERSITY OF HOUSTON

MODULAR MESSAGING USER GUIDE

MODULAR MESSAGING Access Number -- Inside the Office: **38400**

MODULAR MESSAGING Access Number -- Outside the Office: **713-743-8400**

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LOGIN

Inside the Office

- Dial the Modular Messaging Access Number (38400).
- Enter your password and press #.
Note: For first time login, use temporary password provided - 7438400.

** You may re-program your MSG WTG button to speed dial 38400 for you.
See Pg 3 (under Useful Tips / Shortcuts) to learn how to re-program this button.*

Outside the Office

- Dial the Modular Messaging Access Number (713-743-8400).
- Press # when the Modular Messaging system answers.
- Enter your mailbox number (same as extension).
- Enter your password and press #.
Note: For first time login, use temporary password provided - 7438400.

INITIAL MAILBOX SETUP / FIRST TIME USER TUTORIAL

As a new user, Modular Messaging will walk you through a tutorial to initialize your mailbox. Follow the provided prompts to set up the following:

1. Enter a New Password.
Trivial passwords, such as 111111, pose a danger to the system from hackers.
2. Record your "Please Hold" Prompt.
Example: "Please Hold for Sarah Jones"
3. Record your Name Greeting.
Example: "Sarah Jones"
4. Record your Personal Greeting.
Example: "Hello, this is Sarah Jones. I am currently out of the office or unavailable to take your call. Please leave a message after the tone, and I will return your call as quickly as possible. Thank you."

REVIEW MESSAGES

Press **11** to listen to New Voice messages.

While listening, options are:

- [1] Rewind
- [2] Pause / Resume
- [3] Forward
- [4] Slower
- [5] Envelope (date/time)
- [6] Faster
- [7] Quieter
- [8] Reset Volume
- [9] Louder
- [*] Cancel
- [0] Reset Speed
- [#] Skip

After listening, options are:

- [4] Replay
- [5] Envelope (date/time)
- [6] [1] Forward Message no comment
- [6] [2] Forward Message with comment
- [7] Erase (then press 9 to confirm)
- [8] Reply
 - * Press 1 to reply to sender
 - * Press 2 to reply to all
 - * Press 3 to reply to sender with original
 - * Press 4 to reply to all with original
- [9] Save
- [*] Cancel Message Review

NOTE: Press 1-1 to rewind to the beginning or 3-3 to fast-forward to the end of a message WHILE LISTENING.

SEND MESSAGES

Press **2** to Record and Send a New Message.

1. At the tone, record your message and press #.
2. Enter desired mailbox address (extension number) and press #.
3. Enter the next address (if desired) and press #.
 - To cancel the last address, press *.
 - To cancel the whole message, press * *.
4. When finished, press # #.
5. To send, press #.

Delivery options are:

- [2] Urgent
- [2] [2] Low Priority
- [3] Message Confirmation
- [4] Future Delivery

CONFIGURE MAILBOX / RECORD GREETINGS, CHANGE PASSWORD

Press **4** for Personal Configuration (and follow prompts below).

1. Press **11** to record your Personal Greeting.
2. Press **15** to record your "Please Hold" Greeting.
3. Press **16** to record you Name Greeting.
4. Press **9** to change your Password.

EXIT MAILBOX

Press * to initiate an exit from within your mailbox.

TRANSFER A CALLER DIRECTLY TO VOICE MAIL (without ringing phone)

1. Place the caller on hold by initiating the transfer process on your phone.
2. Dial the Modular Messaging access number.
3. Press *, #, #, and enter the desired extension number.
4. Release the call and complete the transfer.

USEFUL TIPS / SHORTCUTS

Leave a Message for a User Without Ringing Their Phone:

- Dial the 10-digit Modular Messaging access number (713-743-8400) and press #, #.
- Enter the desired extension number.

While Listening to Messages: Skip Listening and Delete Message

- Press **3, 3** (fast-forward to end), and **7** (erase).

While Listening to Messages: Skip Listening and Dial Another Extension

- Press **3, 3** (fast-forward to end), * (return to main menu), and **9** (call another).

While at Main Menu of Your Mailbox: Call Another Extension

- Press **9** (call another).

To Access Another User's Mailbox from Your Phone:

- Dial the Modular Messaging access number (38400).
- Press *, then #, and enter desired mailbox number.

When calling a user and rolling into their voice mail: Bypass Personal Greeting

- Press # (bypass user's personal greeting) and begin recording your message.

When calling a user and rolling into their voice mail: Cancel the Message and Dial Another User

- If recording has started, press * and wait for "message cancelled" prompt.
- Press * again and wait for "message cancelled" prompt.
- Press **2** (dial another user).

When calling a user and rolling into their voice mail: Leave a Message and Dial Another User

- Press # when finished leaving message, press **1 1** to send the message, then press **2** to enter another number.

**** Re-Program your MSG WTG Button to Speed Dial 38400:***

1. *Get dial tone on your phone.*
2. *Dial ##3038400.*
3. *Hang up.*

Thank you and ENJOY your new voice mail system!
For questions, call your Voice Mail Project Team at 713-743-0006.