Do I need to do anything to start using eZuce?

Yes-You must set up your PIN via the web and record your personal greeting and name via your telephone. If you want to receive email notification of a new voicemail you must select that option within your web account.

What is my eZuce username and password?

It is the same as your Holy Cross username and password.

How long does it take for my PIN to update on my telephone?

It can take up to 1 minute.

Do I need any special equipment to listen to my voicemails online?

No special equipment is needed. While the use of headphones (not provided) will ensure privacy and not disturb those around you.

How long will my eZuce voice messages remain in the system?

Messages in your eZuce inbox and trash will remain in the system for 20 days. If you need a message longer you must “save” it.

Can I forward the email that contains my voice message?

It is possible to forward this email but be careful not to forward an email message that contains sensitive information.

Is there any security risk associated in getting my voicemail delivered to my email?

Please exercise caution when listening to a message out load. You can always opt out of receiving email notification or delete the email and listen to it using your telephone.

Will this work with my mobile device or tablet?

Yes, it is the same as any regular email that contains an attachment.

I set up my HC email to go to my personal wireless device. Will I get usage charges?

The email you receive including the voicemail attachment will count against your individual data plan only if the message is played.

Will I get reimbursed for my data charges? Will I get paid to listen to the calls outside of work hours?

Please clarify with your manager.
If I delete the email message containing my voicemail is it gone from my phone and my web account?

No, the message is still in your phone and your web account until it is deleted in one of those locations (unless it’s over 20 days). Your message actually resides in two locations--your phone and web interface connect together to make one location and your email account is the second location.

Why is there a 6 prior to all the 4-digit extensions in the email notification? Do we now have to dial that to make a call?

The 6 before the 4-digit extension is an indicator that the message was sent through eZuce. Do not add a 6 to the extension you dial on campus.

How do I transfer a live call directly to another Holy Cross voicemail box?

With the caller on the phone, press Transfer, dial 57 + 4-digit extension (recipients extension), press Connect (newer black phones) or Transfer (older beige phones).