# *Ezuce Voicemail System*

CONFIGURING YOUR WEB ACCOUNT

- To set up and administer your voicemail web account, click on the link> **Voice Mail (eZuce)** from the Faculty & Staff page http://www.holycross.edu/faculty-staff

- Log in using your Holy Cross username (lower-case only) and your network passphrase.

  Note: Some tablets and mobile devices may automatically insert a capital letter in the user name field.

- The following screen will appear.
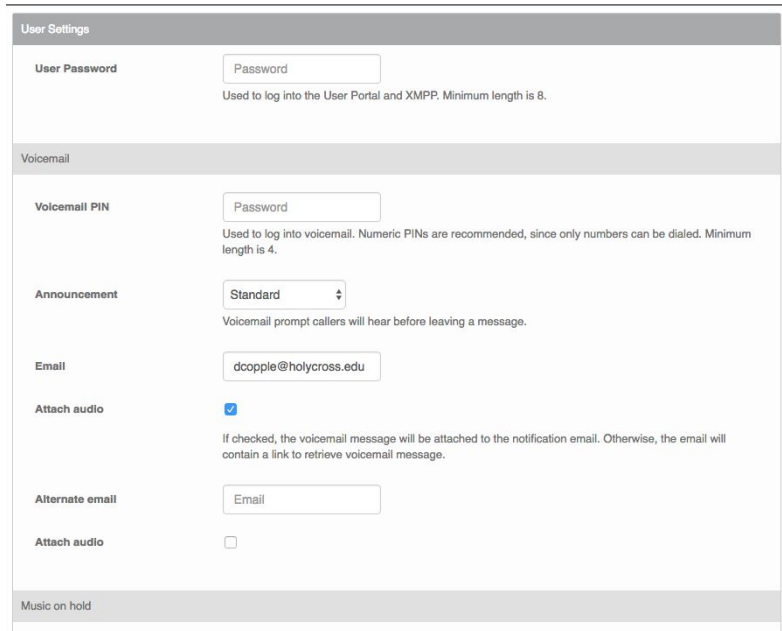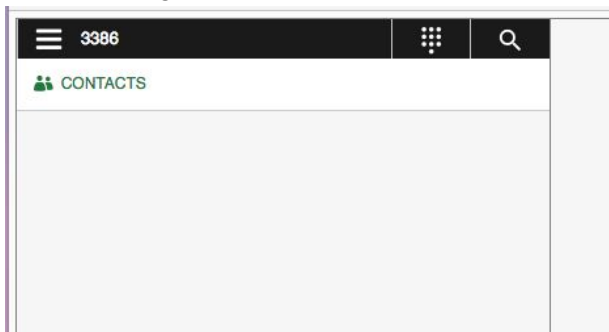
- Click the [≡] to open the menu.
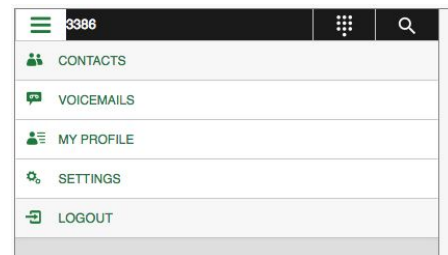
Voice Mail PIN

To Set Voicemail PIN and setup Voicemail to email select User Settings

- Click the 3 lines on the left side
- Click Settings
- Click User Settings
- Enter a Voicemail PIN *Minimum of 4 numbers
- scroll down to Click Save (Ignore the notice "feature not available")
- Ensure to click the 3 lines again and "log out" button.
- You may now use your pin number to access your voicemail from your desktop phone.

PRIMARY E-MAIL

- **E-mail address**: Should contain your current Holy Cross e-mail address.
- **Active Greeting**: Select "Standard" if you will be recording your own greeting.

    Select "Default system greeting" if you will **not** be recording your own greeting.

- **Voicemail notification**: Select "E-mail notification" to receive notification of voicemail via email.

    Select "No notification" to opt out of receiving email notifications.

- **E-mail format**: Select "Full" if you have selected to receive email notification.

- **Attach Audio**: Check if you wish to receive a copy of the message with your email notification.

*Note: Please check with your Manager, not all departments should attach audio.

ADDITIONAL E-MAIL

- Only used to send email notification to a second email address, selecting options as they apply. (Note: do not use a non-Holy Cross email address if you ever receive confidential voicemail messages).

FAX SERVICE-leave blank

CLICK APPLY-When all information on the page is correct.

*Note: It may take up to 1 minute for the pin number to sync with your phone.

SAVING OR DELETING VOICEMAIL
- From within the **"Voicemail"**, you can find and "Play" your voicemail messages.
- You can also save or delete your message(s) by putting a checkmark next to a message and clicking the "More actions…" drop down arrow and selecting either "Move to Conference, Trash, or Saved".
- To empty your "Trash", go to the "Trash" tab on the left hand side of the page, select the message(s) you want deleted and press the "Delete" button.

  *Note: Messages in your inbox and trash will remain in the system for 20 days. After this time they will be automatically deleted. If you need a message longer you must "save" it.

RECORD YOUR GREETING
From your College phone:

- Using either the handset or speaker establish a dial tone.
- Press the "Message" button or dial extension 3555.
- Enter your PIN, then press #.
- Press 5 for voicemail options.
- Press 1 to record your personal greeting then press 1 again for your standard greeting.
- Please follow prompts to complete the process.

From a different HC phone or off-campus phone:

- Call 508-793-3555.
- Press #, enter your extension, then press #.
- Enter your PIN, then press #.
- Press 5 for voicemail options.

- Press 1 to record your personal greeting then press 1 again for your standard greeting.
- Please follow prompts to complete the process.

GREETING SAMPLE

Hello, this is [your name]. I am not available right now, but if you leave your name, phone number and a short message, I will return your call as soon as possible.

RECORD YOUR NAME

- Log into your voicemail using one of the methods described above.
- Press 5 for voicemail options.
- Press 2 to record your personal greeting.
- Please follow prompts to complete the process.

Congratulations your new voicemail setup is now complete.

Prompts
Listen/Play Messages

- Press **1** to listen to inbox messages
- Press **2** to listen to saved messages
- Press **3** to listen to deleted Messages
- Press **4** to send a message
- Press **5** for voicemail options
- Press **7** for administration options
- Press **8** to log off

Message Options

- Press **1**   :   Play message information
- Press **2**   :   Replay your message
- Press **3**   :   Save your message)
- Press **4**   :   Delete message
- Press **5**   :   Forward Message
- Press **6**   :   Reply to message
- Press **#**   :   Play next message

Transferring calls directly to another person's Holy Cross voicemail

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