College phone: Using voicemail

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The following article covers how to set up and access your **College voicemail.**

You will receive an email from **voicemail@brynmawr.edu** whenever a message is left at your extension. These messages can be reviewed by:

- Using your College phone's ⚏ **voicemail** button
- Signing into **MiCollab** on owlphone.brynmawr.edu🔗
- Using the **MiCollab app** on desktop or mobile
- Calling **610-526-5555** from any phone

Before you continue: Once a voice message has been deleted, **it cannot be recovered.** This applies to all the above methods of accessing voicemail.

On a College phone

Unread voice messages will be indicated by a **blinking red light** on the top-right corner of your phone.

To access your voicemail:

1. Pick up the **handset** of your desk phone
2. Press the ⚏ **voicemail** button to the left of the keypad
3. When prompted, enter your passcode
4. Follow the spoken instructions and use the number keys to review your messages
   - **7** – Play or replay current message
   - **5** – Keep message and move to the next
   - **4** – Send message to another user

- **3** – Delete message

You can also set up a **visual menu** for voicemail in the phone's settings:

1. Press the ⚙ **settings** button to the left of the keypad
2. Navigate left to **Voicemail** using the directional pad, then press the button under **Select**
3. Press the center of the directional pad to toggle the option "ᐁᐁ key opens Voicemail App"
4. Select **Save**, then **Close**

The ᐁᐁ voicemail button will now bring you to the **Voicemail and Recordings** menu, where you can review your messages. You can disable this visual menu using the same steps as above.

On MiCollab

The following instruction apply for the **MiCollab app** as well as the **website**. See College phone: Online access with MiCollab for more information.

After signing into MiCollab, navigate to the home page to review your voicemail:

1. On the left side of the window, select **Phone**
2. In the Phone panel, select **Voicemail**
3. Select a message from the list to review it, using the options on screen

Off-campus and other mailboxes

All College voicemail boxes can be accessed by calling the College's voicemail number from any telephone:

1. Dial **610-526-5555**
2. Enter your extension, **followed immediately by the * key**
3. Enter your passcode
4. Follow the spoken instructions to review your messages
   - **7** – Play or replay current message
   - **5** – Keep message and move to the next
   - **4** – Send message to another user
   - **3** – Delete message

If you are using a College desk phone, you may also press the ᐁᐁ **voicemail** key followed by the * key, then follow steps 2–4 above.

Shortcuts

You can use the following shortcuts while listening to a message in your voicemail:

- ***** - Rewind 5 seconds
- **#** - Fast-forward 5 seconds
- **8** - Skip to next message in mailbox

Customize voicemail settings

To access **User options** from the voicemail menu, press **8** after entering your passcode. The following options are available:

- **7** - Change passcode
- **6** - Rerecord name
- **4** - Greetings menu
    - **7** - Change **primary personal** greeting
    - **2 -** Change **conditional personal** greeting, which plays when the line is busy
    - **4** - Change **extended absence** greeting
    - **3** - Switch between active greetings

Questions?

If you have any additional questions or problems, don't hesitate to reach out to the**Help Desk!**

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