



## Harvard Phone

### Voicemail Information




Harvard voicemail service has moved to the cloud with Harvard Phone. The new voicemail system, including menu prompts when dialing in, will largely remain the same as the current system.

***Please Note:*** The dial in access number to the new voicemail system has changed. The new voicemail access number is 617-998-3999.

**For help or to report issues call 5-7777 or email [ithelp@harvard.edu](mailto:ithelp@harvard.edu).**

Visit [phone.harvard.edu](http://phone.harvard.edu) for more information

### Create new voicemail settings in your new voice mail box

- Dial 8-3999 or press the *Messages* button  on your phone
- If you are not calling from your (new) Harvard Phone, please press \* before continuing
- If prompted for your ID, please enter the last 5 digits of your telephone number
- When prompted to enter your PIN, please enter the default code of **163615**
- Follow prompts to record new greeting, create a new PIN, set up your recorded name and any extended absence greeting you may want to create. Be sure to follow through all the prompts and wait until you hear “you are now successfully enrolled” before you hang up
- **The new PIN will now be minimum 6-digit code**  
***4-digit codes are no longer valid***
- If you are not prompted to create a PIN, press 4 (Setup Options) then 3 (Preferences) then 1 (PIN). Follow instructions until the very end.



### Saving current voicemail messages

You cannot move old voice mail messages into your new voicemail box. However, you can save old messages by sending them to your email account.

- From your phone, dial 5-8168 and log in to the ‘old’ voicemail system using your ‘old’ settings and PIN
- Find the message(s) you would like to retain by scrolling through your saved messages (press 3 from the main menu)
- After listening to the message you want to save, press 6 to forward your message (you will be forwarding it to yourself)
- You will be asked to record an introduction, finish by pressing #
- Enter your 5-digit phone extension and press #
- Confirm recipient’s (your) name, press #
- To send immediately, press #

You will receive another copy of this voice mail in your old voicemail box and a copy also will be sent as a .wav file to your email account. Your old mail box and all messages will be deleted after the conversion date.

You will no longer be able to receive messages in your old voicemail box after you have been converted to Harvard Phone.