**Campus Announcement to go out on Monday, 9/30/13**

TO: SDSU Faculty and Staff

FROM: Riny Ledgerwood, Director

 Voice Services and ATI Project

SUBJECT: Web PhoneManager (WPM)

SDSU recently implemented a new voicemail system. We are introducing a new feature called **“Web PhoneManager (WPM)**”. It is an easy-to-use Web application to make changes to your voicemail settings. An online Tutorial is provided to guide you through the process. All features available through WPM can be done using your telephone.

**Here are some useful features:**

1. **Reset Your Security Code:** If you forget your Security Code, you can reset it yourself.
2. **Change Your Security Code:** If you want to update your Security Code, you can change it yourself.
3. **Email and/or Phone Notification:** If you would like to receive an email and/or phone notification whenever you receive a voicemail message, you can change your settings to do this.
4. **Message Envelope:** If you would like to hear date/time information whenever you listen to your voicemail, you can change your settings to do this.
5. **Register your cell and/or home phones:** You can register your cell and/or home phones so the voicemail system will recognize and does not ask you to enter your mailbox number whenever you call to pick up your messages from your cell or home phone.

**To access WPM, go to voicemail.sdsu.edu. Click “User Resources” for online tutorial.**

**For additional information, go to the TNS Website: tns.sdsu.edu/voicemail.**

**We are offering two WPM workshops on the following:**

Dates: October 16 or 17

Time: 10:00 a.m. to 11:00 a.m.

Location: Love Library 260

If you are interested in attending, please RSVP to Heather Horning at hhorning@mail.sdsu.edu or call her at 594-0100.

If you have any questions, please contact Riny Ledgerwood at rledgerw@mail.sdsu.edu (Ext. 4-4952) or Kathleen Sullivan ksulliva@mail.sdsu.edu (Ext. 4-2293).