Introducing Web PhoneManager for College Voicemail

All employees who have been given college voicemail now have access to Web Phone Manager or WPM. WPM provides a way to access and manage your voicemail online from your computer or smartphone.

With WPM you will be able to manage features in your voicemail such as:

- Listening and changing your name, greetings, and Out of Office greeting,
- Changing your playback speed of messages,
- Changing your security code, and
- Changing your message presentation and playback

To access WPM, go to https://avstweb.union.edu and log in with your voice mailbox number and your voice mailbox security code.

Helpful hints and web tutorials for any enabled feature or function are available on your WPM profile.

With WPM, you have the ability to manage your voice messages (view, listen, sort, save and delete) online only rather than from the phone. This feature has to be enabled by Telecommunications.

Please note that you must empty the trash folder of deleted voicemails from within WPM to avoid your mailbox being full and unable to accept new voice messages.

Call Telecommunications for more information and assistance at ext. 6411 or email us at telecomm@union.edu

Accessing Web PhoneManager Off-Campus

The Cisco VPN client allows you to access Union College resources from a computer when you are not physically at Union College.

1. Open your web browser and navigate to: https://unionvpn.union.edu
2. You will be prompted for login information. Set the Group to **FACULTY**, **STAFF**, or **STUDENT** depending upon your “status” at Union College.

Enter your Union College username (without the @union.edu or @garnet.union.edu) and your password.

Click **Login**. You will see a dialog box welcoming you to the Union College VPN Server. Click **Continue**.

3. Select https:// from the address drop down box and enter the URL for Web PhoneManager in the blank address box.

avstweb.union.edu

Then click on **Browse**.

4. Until you close the browser window, you will be using the VPN connection. If you want to return to the home page for VPN, click on the house icon located in the upper-right corner of the web page. When you are done using VPN, click the red circle next to the house icon (see below).

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