Phantom Phone Number and Voicemail Information
for Part-time Alverno Faculty and Staff

What is a "phantom" phone number?

All Alverno part-time faculty and some part-time staff receive a phantom phone number which allows them to receive voicemail messages. These numbers start with a "3" rather than with a "6" like all other Alverno phone numbers (for example, x3123). Phantom phone numbers are published in the in-house Alverno phone directory, and are available in the Address Book in the student email system and in the faculty/staff email system.

Calls made to a phantom phone number do not ring to a physical phone. Instead the caller is immediately directed to the part-time employee's voicemail box where the caller can leave a message. The message can be listened to and/or read in your email inbox.

How do I set up my voicemail?

When your voicemail box is created, you will receive an email with your phantom phone number and an initial PIN number. The email will be from Microsoft Outlook, and the subject will be "Welcome to Exchange Unified Messaging".

You need to call 414-382-6600 and follow the setup directions to record your name and change your initial PIN number. If you don't record your name, callers will hear an automated pronunciation of your name. This pronunciation may not be correct.

How does someone call my phantom phone number and leave me a message?

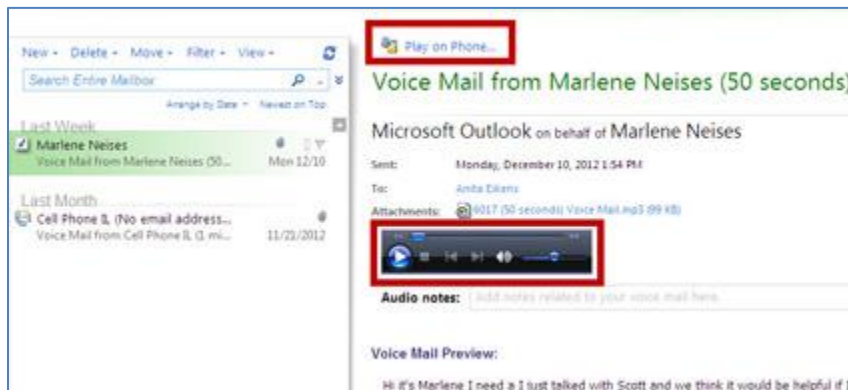To call a phantom phone number from on campus:

- Dial the phantom number (e.g. x3123) from any phone on campus

To call a phantom phone number from off campus,

- Dial 414-382-6000
- During the greeting, press the # key (indicating that you know the extension)
- Press the # key a second time to enter the box number rather than spelling the name
- Dial the phantom number (e.g. x3123)

How do I access my voicemail messages?

When you receive a voicemail message, it will appear in your Alverno email inbox. You can use the audio controls to listen to the message on your computer speakers. When you are on campus, you can click the "Play on Phone" link. You will be prompted to enter a phone number; the system will call that campus phone and play the message for you.

What other voicemail features are there?

A diagram showing how you can use all the features of our voicemail system, Outlook Voice Access, can be found on the Tech Services website.