

# HOW TO ACCESS YOUR VOICE MAILBOX FOR THE FIRST TIME

Dial 2727

Enter your temporary passcode (your extension #)

## U-USER OPTIONS

**G** - Record Greeting

Press # when you have finished recording your greeting

**N** - Record Name

Press # when you have finished recording your name

**P** - Create or Change Passcode

**X** - Exit to Main Menu

When you have completed the tutorial, you will be able to receive messages.

## HOW TO RETRIEVE UNPLAYED MESSAGES

If your message light is flashing or you pick up your handset and hear an interrupted dial tone (similar to a busy signal), you have unplayed messages in your mailbox.

### To retrieve the messages:

Dial 2727 - Enter Passcode

### P - Play the First Message

After you have played a message you have five options:

**R** - Review the message

**K** - Keep the message

**D** - Discard the message

**A** - Answer the message

**G** - Give the message to another user

Enter mailbox number then press # to attach comments

**\*** - Backup 5 seconds in a message

**#** - Fast Forward 5 seconds

**X** - Exit to Main Menu

If you **Answer** or **Give** a message, you must always **Keep** or **Discard** the original message. Repeat the steps in the box if you have more than one unplayed message.

## VOICE MAIL MENU OPTIONS

The following options are available from the main menu: Dial 2727 and enter your passcode.

### **P - Play**

Listen to your messages

**R** - Review Message

**K** - Keep Message

**D** - Discard Message

**A** - Answer Message

**G** - Give Message to Another User

Enter mailbox number then press # to attach comments

**T** - Go to Top of Next Message

**\*** - Backup 5 seconds

**#** - Fast Forward 5 Seconds

**1** - Pause 30 Seconds

Hit any digit to resume play

**X** - Send Message and Exit to Main Menu

### **M - Make**

Enter mailbox number of recipient or distribution list number.

Record your message

Press the # key to end your recording

**A** - Append to Message

**D** - Discard Message and Record Again

**R** - Review Message

**M** - Message Addressing Options

**Message Addressing Options**

**F** - Future Delivery

**R** - Return Receipt Requested

**C** - Mark Message Confidential

**U** - Mark Message Urgent

**X** - Exit to Make a Message Menu

**X** - Send Message and Exit to Main Menu

**1** - Pause 30 Seconds

### **U-USER OPTIONS**

**G** - Record Greeting

- N - Record Name
- P - Create or Change Passcode
- L - Make Distribution List
- T - Activate Tutorial
- C - Call Schedule Options
- X - Exit to Main Menu

### **Call Schedule Options**

- F - Audit Future Delivery Messages
- X - Exit to Main Menu

## **CREATING OR MODIFYING A DISTRIBUTION LIST**

The voice mail system will allow each user to have nine lists with up to 200 users in each list. These lists are useful when there is a need to send the same information to multiple users. For example, canceling or rescheduling a committee meeting or department staff meeting.

### **To create or modify a list:**

Dial 2727 - Enter Passcode

### **U - USER OPTIONS**

- L - Make Distribution List
    - Enter a list number (01, 02. . .09)
  - N - Name your list
    - Record the name of your list
    - Press # when your recording is complete.
    - R - Review your recording
    - D - Discard and record name again
  - X - Save name of list
  - A - Add a member to list
    - Enter mailbox number of the person to be added
  - D - Delete a member from list
    - Enter mailbox number of the person to be deleted
- \*Continue to add and delete until list is complete.
- X - Save Changes & Exit to Main Menu

## HOW TO RECORD & ENABLE YOUR CONDITIONAL GREETINGS

Conditional personal greetings allow a user to record three separate greetings for the three situations that may apply throughout the day.

**BUSY Greeting** - “Hi, this is Amy Bryant. I am on the telephone, but if you will leave your name, number and a message, I will return your call.”

**NO ANSWER Greeting** - “Hi, this is Amy Bryant. I am away from my desk, but if you will leave your name, number, and a message, I will return your call.”

**\*The NO ANSWER Greeting will be played after the 4<sup>th</sup> ring.**

**FORWARD Greeting** - “Hi, this is Amy Bryant. I am out of the office, but if you leave your name, number, and a message, I will return your call.”

**\*The FORWARD greeting will be played when you have forwarded your telephone to 2727.**

Dial 2727 - Enter Passcode

### U - USER OPTIONS

**G** - Greeting

**C** - To record Conditional Greetings

**B** - Change BUSY Greeting

**R** - Record Busy Greeting

(Press # when recording is complete.)

1. To review the recording - Press **R**
2. If the greeting is acceptable, press **X** to save.
3. If you do not like the recording, press **D** to discard and record again.
4. If you chose to discard and record again, press **R** to review the recording again.
5. If you still do not like the recording, continue steps 3 & 4 until you reach an acceptable recording.
6. Once you finally reach an acceptable greeting, press to save  
(You will hear “Greeting Changed”)

**Press X again to return to previous menu.**

**F**-Change FORWARD Greeting

**R**-Record FORWARD Greeting

(Press # when recording is complete.)

1. To review the recording - Press **R**

**Press X again to return to previous menu.**

**N** - Change NO ANSWER Greeting  
**R** - Record NO ANSWER Greeting  
(Press # when recording is complete.)

1. To review the recording - Press **R**
2. If the greeting is acceptable, press **X** to save.
3. If you do not like the recording, press **D** to discard and record again.
4. If you chose to discard and record again, press **R** to review the recording again.
5. If you still do not like the recording, continue steps 3&4 until you reach an acceptable greeting.
6. Once you finally reach an acceptable greeting, press **X** to save  
(You will hear "Greeting Changed")

**Press X again to return to previous menu.**

Press **E** to **ENABLE** a different greeting.  
Press **C** to enable **CONDITIONAL GREETINGS**.  
The system will repeat the greetings you just recorded.  
To complete the process:

Press **X** to exit then hang up the receiver

## **HOW TO CHANGE YOUR PRIMARY GREETING**

Dial 2727 - Enter Passcode

### **U-USER OPTIONS**

**G** - Greeting

The system voice will tell you which greeting you currently have enabled (your Primary Greeting or Conditional Greeting).

If your Primary Greeting is enabled:

**P** - To Change Primary Greeting

**L** - Listen to your current greeting

**R** - Record a different greeting

Press # when recording is complete.

**After recording a new greeting:**

**R** - Review the new greeting

**D** - Discard and record again

**A** - Append to the recording

**X** - Save the recording

**After you have saved the new greeting:**

**X** - Exit to the previous menu

## WHAT TO REMEMBER WHEN ACCESSING VOICE MAIL

As soon as your voice mailbox is created, please complete the tutorial which will assist you in setting a new passcode, recording a greeting, and recording your name. Instructions attached.

C

Your temporary passcode is your extension number.

C

Mailbox numbers refer to a user's extension number.

C

You can move to the end of a user's greeting by pressing the "A" key. Begin recording a message immediately.

C

Your message light will flash when your voice mailbox has unplayed messages.

C

You can access your voice mailbox 24 hours a day, 7 days a week, from any touch tone phone.

C

The "\*" key can be used to move backwards 5 seconds.

C

The "#" key can be used to move forwards 5 seconds.

C

Always press "9" or the "X" key to exit the system.

C

If you do not want your telephone to be answered by voice mail while you are out of the office, you may forward your telephone to another extension.

C

Your mailbox will hold up to 10 messages. If your mailbox is full, the caller will be transferred to the extension you have defined as your "zero out" or attendant number.

C

Please delete all unneeded messages in order to free space on the voice mail system.

C

Please contact Bradley Hill at 8567 or Amy Bryant at 4183 if you have any questions or problems with the system.

C

C

## SYSTEM FACTS

C

Your greeting can be a maximum of two minutes in length.

C

Messages can be a maximum of three minutes in length.

C

A mailbox will hold up to 10 unplayed and saved messages.

C

An unplayed message will be retained for a maximum of 22 days.

C

A played message will be retained for a maximum of 21 days.

C

## **HOW TO ACCESS YOUR VOICEMAIL FROM YOUR TELEPHONE**

1. Pick up your handset and dial 2727.
2. When the system voice requests your passcode, enter your secret 4-10 digit number.

## **HOW TO ACCESS YOUR VOICE MAILBOX FROM ANOTHER USER'S TELEPHONE**

1. Pick up the handset and dial 2727
2. When you hear the system voice, immediately press the "\*" key.
3. You will then hear "Welcome to the Message Center..."
4. Enter your mailbox number (your telephone extension number) and press the "\*" key.
5. The system voice will then request your passcode.
6. Enter your passcode.

## **HOW TO ACCESS YOUR VOICE MAILBOX FROM A NON-USERS TELEPHONE**

1. Pick up the handset and dial 2727.
2. You will hear "Welcome to the Message Center..."
3. Enter your mailbox number (your telephone extension number) and press the "\*" key.
4. The system voice will then request your passcode.
5. Enter your passcode.

## **HOW TO ACCESS YOUR VOICE MAILBOX FROM OFF-CAMPUS**

1. Pick up the handset and dial 237-2727
2. You will hear "Welcome to the Message Center..."
3. Enter your mailbox number (your extension number) and then press the "\*" key.
4. The system voice will then request your passcode.
5. Enter your passcode.

## **HOW TO FORWARD A SINGLE LINE PHONE TO YOUR VOICE MAILBOX**

1. Pick up handset
2. Press "#" and then the "1" key.
3. Dial 2727
4. Replace handset
5. Your calls will now be answered by your voice mail greeting.
6. To make sure you forwarded your telephone correctly, dial your extension from another telephone. The call should ring once then be answered by your greeting.
7. When you no longer want your phone forwarded to your voice mailbox, pick up the handset and press "#" and then the "1" key
8. Replace handset

## **HOW TO FORWARD A MULTI LINE PHONE TO YOUR VOICE MAILBOX**

1. Press the call forward key.
2. The light will flash.
3. Dial 2727
4. Press the call forward key again.
5. The light will stop flashing.
6. When you no longer want your phone forwarded to your voice mailbox, press the call forward key. The key will no longer be lit.

## **HOW TO TRANSFER A CALLER TO ANOTHER USERS MAILBOX IF YOU HAVE A MULTI LINE TELEPHONE**

1. You have a caller that needs to speak to someone in the office.
2. You have informed the caller that the person they need to speak to is either on the telephone or not available. Therefore, you give them the option of leaving a voice mail message in the person's mailbox.
3. The caller decides to leave a message in the voice mailbox.
4. Press the "conference" key which will place the caller on hold
5. Dial 2727
6. When the system voice begins to talk, press the "\*" key. Skip Step 6 if you do not have voice mail on your multi line telephone.
7. The system voice will ask you to enter a mailbox number.
8. Enter the extension of the person you are trying to reach.
9. After you dial the extension number, press the "conference" key again.
10. This will immediately connect the caller to a voice mailbox.
11. Press the "release" key to disconnect yourself from the call.

## **HOW TO DISCARD OR REPLAY SAVED MESSAGES**

1. Pick up handset, dial 2727, and enter your passcode.
2. After you have retrieved all unplayed messages, press "P" to play your first saved message.
3. Press "D" to discard or "K" to keep the saved message.
4. Press "X" to exit the system.