

## BASIC VOICE MAIL INFORMATION

You should have a phone with a Message Waiting Indicator light (MWI) that will blink when you have new messages. Dial 1550 to retrieve your messages and follow the voice mail menu prompts or the flowchart and additional information in this flyer.

### **Set up your NEW Voice Mailbox and Personal Greeting**

From OFF CAMPUS, dial 222-1550; from ON CAMPUS, dial 1550

When you hear the recording, press # and then your mailbox number

Enter your initial access code (should be the same as your mailbox number)

The system will prompt you to set up your new access code

(Write this down and then keep it handy for future reference!)

The system will also prompt you to record your name only.

Wait for a little while and the automated voice will say “Main Menu.”

*Be sure to then enter Personal Options (#3) and follow prompts to record your Mailbox Greeting.*

### **Accessing Your Mailbox**

From OFF CAMPUS, dial 222-1550; from ON CAMPUS, dial 1550

When you hear the recording, press # and then your mailbox number

Enter your initial access code (should be the same as your mailbox number)

1. Listen to your messages - dial 1
  - Save Message - dial 2
  - Delete Message - dial 3 and then press #
2. Send a message – dial 2
  - Record message and press #
  - If acceptable, press #
  - Enter recipient’s mailbox number and press #
  - Press \* until you hear “Exiting the System.”

(See Detailed Voice Mail Instructions for further options.)

### **Transferring a caller into someone else’s mailbox**

While connected with caller, press and release the Flash button or the Switch-hook. Then dial 1550 – when the automated operator answers, dial the person’s mailbox # and hang up.

Keep in mind that when you will be on a vacation or gone longer than a day, you will want to go into your voicemail box and record your “Temporary Mailbox Greeting” and activate it until you return.

This will allow callers who may not know your schedule to not expect an immediate call back, and may encourage them to call back to someone else in your department.

If you have a need for people to reach someone else in your department for immediate assistance rather than leaving messages, you may record on your voicemail greeting that callers should dial zero (0) and the appropriate extension number before the “beep.” Give them the 40digit extension numbers they’ll need to enter as well.

## DETAILED VOICE MAIL INFORMATION

### LISTEN

The following operations can be done at any time while listening to a message or after listening to a message:

- Repeat the message you just heard or restart at the beginning – dial 1
- Save the message – dial 2
- Erase the message – dial 3, then # to confirm
- Reply to the message – dial 4
- Envelope – to find out date and time message was sent – dial 5
- Copy the message you just heard to someone else – dial 6
  - Dial 1 if you want to add your own comments before the message is copied to another – enter the mailbox number of recipient, then dial #
  - Dial 2, enter the mailbox number of recipient, and then # to send with no comments

### RECORD

Selecting option #2 from the Main Menu allows you to record and send a message to another person.

After recording message:

- Dial # if message is acceptable
  - Dial in recipient's mailbox number
  - Delivery options may be added by dialing 0. If you do not want to include delivery options, dial # and the message will be sent.
- Dial 1 to listen to your message again before you send it
  - Dial # if message is acceptable.
  - Dial in recipient's mailbox number
  - Delivery options may be added by dialing 0. If you do not want to include delivery options, dial # and the message will be sent.
- Dial 2 if you don't like the message and want to erase it and re-record.
  - Dial # if message is acceptable.
  - Dial in recipient's mailbox number
  - Delivery options may be added by dialing 0. If you do not want to include delivery options, dial # and the message will be sent.
- Dial 3 if you have listened to the message and it is OK but you want to add more to it before sending.
  - Dial # if message is acceptable.
  - Dial in recipient's mailbox number
  - Delivery options may be added by dialing 0. If you do not want to include delivery options, dial # and the message will be sent.

### DELIVERY OPTIONS

- To send a confidential message – dial 1, then #
- To send a priority message – dial 2, then #
- To request proof of delivery – dial 3
  - To receive notification of delivery – dial 1, then #
  - To receive notification if undelivered – dial 2, then #
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