Voicemail Information

VOICEMAIL INSTRUCTIONS

Passcode
Your temporary passcode is 4747; however, you will change this to a private passcode when you go through the tutorial. Passcode length is a minimum of 4 digits.

Mailbox Number
Your mailbox number is the same as your extension number.

Tutorial
The first time you log into your mailbox, you will hear a tutorial. It will guide you through recording a greeting for your callers, recording your name, and creating a passcode. (Note: Be sure to finish the tutorial and press "X" or 9 to exit the tutorial or it will repeat the next time you log into your mailbox.)

ACCESSING VOICEMAIL

From off campus
Option #1: Dial 775-1010. When voicemail answers, enter your mailbox number, when you start to hear your voicemail greeting enter *, then your passcode.
Option #2: Dial 775-xxxx (your mailbox number). When you hear your voicemail greeting enter *, then enter your passcode.

From your desk
Dial the main voicemail number x1010, enter your passcode.

From someone else's desk
Dial the main voicemail number x1010, enter *, enter your mailbox number, enter * again, enter your passcode.

FORWARDING YOUR LINE TO VOICEMAIL

You must forward your phone to voicemail in order for your callers to leave a voicemail message.

There are two types of forwarding:
1. Direct Forward -- when someone calls you, they will go straight into your voicemail. You will not hear your phone ring.
2. Forward Don't Answer -- when someone calls you, you will have approximately 4-5 rings to answer the call before it goes into your voicemail. Also, if you are already on your phone, the next caller will go straight into your voicemail.

Forwarding on a Single Line Phone
Direct Forward -- pick up the handset, enter * 5, enter 1010, hang up the handset.
To Cancel Direct Forward -- pick up the handset, enter * 6, hang up the handset.
Forward Don't Answer -- pick up the handset, enter * 7, enter 1010, hang up the handset.
To Cancel Forward Don't Answer -- pick up the handset, enter * 8, hang up the handset.

**Forwarding on a Dterm Phone**
Direct Forward -- pick up the handset, press the FWD button, enter 1010, hang up the handset.
To Cancel Direct Forward -- pick up the handset, press the FWD button, hang up the handset.
Forward Don't Answer -- pick up the handset, press the FWDDA button, enter 1010, hang up the handset.
To Cancel Forward Don't Answer -- pick up the handset, press the FWDDA button, hang up the handset.

**MISCELLANEOUS INFORMATION**

Greeting Length: 30 seconds
Name Length: 5 seconds
Number of Messages Allowed: 30
Caller Message Length: 3 minutes
Played Message Retention Time: 15 days (360 hours)
Urgent/Unplayed Message Retention: 15 days (360 hours)

***Don't forget to forward your phone to voicemail. Please call x4200 if you have any questions/problems.***

**To Access Your Voice Mailbox:**
Dial your voicemail access number...
You will hear, "Hello your name." The system will ask you for your passcode...
The system will then announce, "You have X unplayed messages, and X saved messages."

**Main Menu:**
Press P [7] to Play First Message
Press M [6] to Make a New Message
Press U [8] to Change User Options
Press X [9] to eXit the System

**Play Messages:**
Press P [7] to rePlay Message
Press K [5] to Keep Current Message

**When Playing a Message:**
Press * to Move Backwards 5 seconds
Press # to Move Forward 5 seconds
Press [1] to Pause for 30 seconds (press any key to resume)
Press T to Move to Top of next Message

**Make a Message:**
Enter the mailbox number of the person to whom the message will be sent. Enter an additional mailbox number, or press # to begin recording message.

Press # (or wait) to End Your Recording
Press D [3] to Discard Message and Re-record
Press X [9] to Send Message and eXit to Main Menu

**Message Addressing Options:**
Press C [2] to Mark Confidential
Press R [7] to Request a Receipt
Press U [8] to Mark a Message Urgent
Press X [9] to eXit Message Options

**User Options:**
Press N [6] to Change Your Name
Press P [7] to Change Your Passcode
Press L [5] to Change a Distribution List
Press T [8] to Activate User Tutorial
Press X [9] to eXit User Options