

VOICE MAIL QUICK REFERENCE

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 VOICE MAIL

- From off campus
Option #1: Dial 775-1010. When Voice Mail answers, enter your mailbox number. When you start to hear your Voice Mail greeting – enter *, enter your passcode.
Option #2: Dial 775-xxxx (your mailbox number). When you hear your Voice Mail greeting – enter *, enter your passcode.
- From your desk – Dial the main Voice Mail number 1010, enter your passcode.
- From someone else's desk – Dial the main Voice Mail number 1010, enter *, enter your mailbox number, enter * again, enter your passcode.

FORWARDING YOUR LINE TO VOICE MAIL

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

There are 2 types of forwarding:

1. *Direct Forwarding* – when someone calls you, they will go straight into your Voice Mail. 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 Voice Mail. Also, if you are already on your phone, the next caller will go straight into your Voice Mail.

Forwarding on a Single Line Phone

Direct Forward – pick up the handset, enter *5, enter 1010, hang up 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 D-Term Phone

Direct Forward – pick up the handset, press the FWD or FDA button, enter 1010, hang up the handset.

To Cancel Direct Forward – pick up the handset, press the FWD or FDA button, hang up the handset.

Forward Don't Answer – pick up the handset, press the FWDDA or FDN button, enter 1010, hang up the handset.

To Cancel Forward Don't Answer – pick up the handset, press the FWDDA or FDN 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 Time: 15 days (360 hours)