

Voice Mail in Detail

Mailbox Size

20 Minutes

Max Message Length

4 Minutes

Retention Time

30 Calendar Days

Record and Send Messages

Prompt 1

Recording Message:

Enter 1 - Record message
Enter # - Approve -or-
Enter 1 to Edit
Enter 23 - Rewind & Playback
Enter # - Approve -or-
Enter 1 to add on to existing message -or-
Enter *D - Delete & re-record

Standard Address:

Enter five digit extension of person message is for followed by the # sign -or-
Enter Mailing List Number
Enter *D to delete if needed
You can use this method to enter additional extensions or mailing lists
Enter # when Finished
Enter # to Send Immediately -or-
Enter 0 to Hear delivery options

Mailing Lists Address

Created in separate action. At main menu option 5, then submenu option 1
Enter List Number (1 to 32 Digits)
Enter 1 to record list name
Enter Additional Extension if needed and #
Press # - When Finished
Press # - to Send Immediately -or-
Press 0 - to hear delivery options

Scheduling Delivery:

Enter 3 for scheduling delivery
Enter hour, minutes, 'A' or 'P' and #
(example: 4052# is 4:05 a.m.)
Enter delivery month and day, then #
(example: 502# for May 2nd)
Enter # to approve delivery schedule

Get and Respond To Messages

Prompts 2 or 7

Messages With Voice Prompts:

Enter 2 to get messages
Listen to header - Date/Time/Length of message for both Internal and External callers.
Enter 0 listen to the message
Enter *D to delete message
Enter # to skip

After Listening to the Message:

3 sec exist between messages To:
Enter 1 to respond or forward
Enter # Skip and save
Enter *D to delete message

Scan Messages Quickly

Without Voice Prompts:

Enter 7 to get messages
Enter 1 to hear header and message -or-
Enter 2 to hear header only -or-
Enter 3 to hear messages only

Creating Personal Greetings

Prompt 3

Listening to your greetings

Enter 0 to listen to greetings
Enter greeting number (1-9)
When finished press #

Creating or changing greetings

Press 1 to record greetings
Enter greeting number (0-9)
Record Greeting
When finished press #

OR

If greeting is not already active, select one:

Enter 1 to activate for all calls
OR, if other call type(s) are defined:
Enter 0 to use for each call type
Enter 1 to use for internal (or busy) calls
Enter 2 use for external (or no answer) calls
Enter 3 to use for out-of-hours calls
When finished press #

Changing call types

Enter 4 to administer call types
Differentiate:
Internal/external calls press 1
Busy/no-answer calls press 2
Out-of-hours calls press 3
No out-of-hours calls press 4
Single greeting for all calls press 5
When finished press #

Assigning greetings to call types

Listen to summary of active greetings
Enter 3 to activate greeting
Enter greeting number (0-9)
Select one of the following:
Use greeting for all call types press 0
Use greeting for internal calls press 1
Use greeting for external calls press 2
Use greeting for out-of-hours calls press 4
When finished press #

Sample Greetings

Dated Greeting:

"This is (Your Name/Dept). Today is (Day,Date), I am in the office, but unavailable to take your call at this time. Please leave a detailed message at the tone, and I will return your call as soon as possible.
Thank you."

General Greeting:

"This is (Your Name/Dept). Please leave a detailed message at the tone and I will return your call as soon as possible. Thank you."

Specialized Greeting:

"You have reached (Your Name/Dept). I will be out of the office until (Date). Please leave a detailed message. I will return your call as soon as possible.
Thank you."

VOICE MAIL INSTRUCTIONS

Login: On campus—dial 4-MAIL(6245), off campus—dial 554-MAIL(6245)

When prompted, enter your 5 digit extension followed by #.

Dial password followed by #. Default password for new accounts is 135.

1

RECORD MESSAGE

- Stop recording/restart ①
- Play Back ②③
- Delete *③
- Approve #
- Enter extension #
- Send Immediately #
- Make private ①
- Make priority ②
- Schedule delivery ③

ABC
2

GET MESSAGE OPTIONS

- Listen to message ①
- Respond ①
- Call Sender ①
- Reply by voice mail ①
- Forward with comment ②
- Record new message ④
- Skip to next category *#
- Replay header ②③
- Delete *③

DEF
3

PERSONAL GREETINGS

- Play ①
- Record or Re-record ②
- Review status ②
- Delete *③
- Approve/save #
- Change/Create/Delete ①
- Stop/Restart recording ①
- Play back ②③
- Delete *③
- Approve #
- Scan ②
- Delete ③
- Activate ⑤
- Call type ⑥
- When finished #

GHI
4

OUTGOING MESSAGES

- Listen ①
- Change/Resend ①
- Replay Header ③
- Delete *③
- Skip ③#
- Next Category *#

JKL
5

PERSONAL OPTIONS

- Mailing lists ①
- Create lists ①
- Scan ②
- Review/Modify ③
- Password ④
- Re-record name ⑤
- Personal Operator ⑥

Play-Back Controls

- | | | |
|-----------|-------------------|----------------|
| | REWIND | PLAY/
PAUSE |
| ① | ABC
② | DEF
③ |
| LOUDER | BACK UP | ADVANCE |
| GHI
④ | JKL
⑤ | MNO
⑥ |
| SOFTER | SLOWER | FASTER |
| PQRS
⑦ | TUV
⑧ | WXYZ
⑨ |
| | LISTEN/
REPLAY | SKIP |
| * | 0 | # |

PQRS
7

SCAN MESSAGES

- Scan headers and messages ①
- Scan headers ②
- Scan messages ③

Trouble

To report problems with your voice mail, please call 554-3036.

Basic Commands

- Help *④
- Restart at activity menu *⑦
- Wait *⑨
- Delete *③
- Undelete **⑧
- Transfer to an extension *⑧
- Exit system **⑨