

## LOGGING INTO YOUR VOICE MAILBOX FOR THE FIRST TIME

### **YOUR DEFAULT VOICEMAIL PASSWORD IS: 111 + YOUR 4-DIGIT EXTENSION NUMBER**

The new voicemail system will be in place after Jan 1, 2005.

To access it:

- Dial extension **2074**.
- Enter your voice mailbox (extension) number and press the # key.
- For your password, enter: **111+ your extension number**
- Press the # key.
- You will hear: *"The temporary password assigned by your Administrator must be changed. To access your mailbox, please press "84" and change your password."*

### **TO CHANGE YOUR PASSWORD:**

- Press **84**.
- Enter your default / "old" password: **111 + your extension number**.
- Enter a new password and press the # key. Passwords must be **6-8 digits long**. Note that the system will **not** allow a string of repeated digits or consecutive digits.
- Enter your new password again and press the # key.
- Follow the instructions to **Record Your Name Prompt** and **Record Your Personal Greeting**.

## **TO LOG INTO YOUR VOICE MAILBOX (AFTER THE INITIAL LOGIN)**

### **FROM YOUR OWN PHONE:**

- Press the **MESSAGE** key or dial extension **2074**.
- Press the # key. (If you are calling from a phone other than your own, you will need to enter your Ext number, then #.)
- Enter your password and press the # key.

### **FROM OFF-CAMPUS PHONE:**

- Dial 413-585-2074.
- Enter your mailbox number and press the # key.
- Enter your password and press the # key.

**NOTE:** *Once you log in to your mailbox, the system will play the status of your mailbox.*

## **TO RECORD YOUR NAME PROMPT (a.k.a. Personal Verification)**

- Log into your mailbox.
- Press **82**.
- Press **9**.
- Press **5** and wait for the tone.
- Record your name.
- Press the # key to end.
- To hear your recording, press **2**.
- To re-record, press **5** and the # key to end.

## **TO RECORD YOUR PERSONAL GREETINGS**

- Log in to your mailbox.
- Press **82**.
  - Press **1** to record an **External** greeting. All callers will hear your external greeting unless you also record an internal greeting.
  - Press **2** to record an **Internal** greeting, which will be heard by on-campus callers only.
  - Press **3** to record your **Temporary** (Vacation) greeting. (See Note 1 below for details.)
- Press **5** to begin recording.
- Press the # key immediately when you have finished recording.
- To hear your greeting, press **2**.
- If you wish to delete your greeting and re-record, press **76**, press **5**, re-record new greeting, and press the # key.
- Press **4** to exit.

**Note 1:** A **Temporary Greeting** can be used for situations where your normal work routine is interrupted for a period of time due to illness, vacation, or other extended absence.

Once you have recorded your temporary greeting, you can set an expiration date and time. If you do not set one, the temporary greeting will remain in effect until you delete it.

- To set the expiry date, press **9**. Enter the month, date, and time, pressing # after each entry. For the current month or day, simply press #. Press **###** to set "no expiry".

## **TO PLAY MESSAGES**

- Log into your mailbox.
- Press **2** to play messages.
- Press **76** to delete messages or press the "Display Key" that indicates Delete. If you don't delete a message it will be saved automatically.

### **OTHER PLAY OPTIONS:**

- Press **1**: Skip back 5 seconds.
- Press **2**: Play.
- Press **3**: Skip forward 5 seconds.
- Press **4**: Play previous message.
- Press **6**: Play next message.
- Press **72**: Play message envelope.
- Press \*: Help Menu.
- Press #: Pause message.
- Press **23**: Speed up message.
- Press **21**: Slow down message.
- Press **73**: Forward message.
- Press **71**: Reply to message.

To play saved messages, press **4** or **6** until you get to the message you would like to hear. If you know the message number you can press **86** and the message number and the system will take you to that message.



# VOICEMAIL USER'S GUIDE

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## TO COMPOSE AND SEND A MESSAGE TO ONE OR MORE MAILBOXES

- Log into your mailbox.
- Press **75**.
- Enter the mailbox number of the person to whom you are sending the message, followed by the **#** key.
- Enter each mailbox number, followed by the **#** key.
- When the list is complete, press **#** again.
- Press **5** and record your message.
- Press the **#** key.
- Press **2** to review your message.
- Press **70** to **tag** your message (optional).

### TAG OPTIONS:

- Press **1** for urgent delivery.
- Press **2** for standard delivery.
- Press **4** for private delivery.
- Press **5** for acknowledgement.
- Press **6** for timed delivery.
- Press **79** to send your message.

## TO CREATE DISTRIBUTION LISTS

You can create up to 9 lists with up to 99 entries in each list.

- Log into your mailbox.
- Press **85**.  
(To play a summary of all your lists, press \*)
- Enter a number from 1 to 9 to identify this list, then press **#**.
- Press **9** to record a name to help identify this list in the future, at prompt, press **5**, record list name, then press **#**.
- Press **5** to create list.
- Enter each mailbox number followed by **#**.
- When the list is complete, press **#**.

To delete a number or name after you enter it:

- Press **0** then **#**.

## EXPRESS MESSAGING

### TO LEAVE A MESSAGE WITHOUT RINGING THE EXTENSION

- Dial Ext. **2084**.
- Enter the mailbox number and **#** key.
- Leave your message and hang up.

### TO TRANSFER A CALLER TO VOICEMAIL:

- Press the **TRANSFER** key.
- Enter Ext. **2084**.
- Enter mailbox number and **#** key.
- Press the **CONNECT** key.

## TO FORWARD YOUR CALLS TO VOICEMAIL

- Do **NOT** lift your handset.
- Press the **FORWARD** key.
- Enter Ext. 2074.
- Press the **DONE** key.

### To cancel call forwarding:

- Do **NOT** lift your handset.
- Press the **CHECKFW** key then press **CANCELFW**.

### To reinstate call forwarding to the same number:

- Press the **FORWARD** key, then the **DONE** key. (The last number entered will be saved.)

## TO ASSIGN A COVERAGE POINT (OPTIONAL)

In recording your external greeting, you can tell callers they may press ZERO to reach someone in your absence if you assign a Coverage Point.

- Log into your mailbox.
- Press **80**.
  - Press **1** to change your Custom Operator.
  - Enter the 4-digit Ext number of the phone that you want callers to be transferred to if they press ZERO.
  - Press **#**.

## TO TURN ON MESSAGE BLOCKING (OPTIONAL)

This allows you to block a caller from leaving a message. You can do this for all calls or just when your temporary greeting is recorded.

- Log into your mailbox.
- Press **80**.
  - Press **7** to change your status.

## VOICEMAIL USAGE GUIDELINES

Voice mailbox management is the responsibility of the user. The guidelines below should be followed and reviewed on a regular basis:

- Review current messages and discard in a timely manner.
- Encourage callers to leave detailed messages, not just their name and number.
- Take the time to update and review your personal greeting, reflecting your current location, meetings, sick time, vacation, etc.
- Change your password periodically for security and privacy.
- While listening to someone's personal mailbox greeting, you may press the "**5**" or "**#**" key to skip to the tone and leave your message.