

SUNY CANTON VOICE MAIL

ACCESSING THE SUNY CANTON VOICE MAIL SYSTEM

OUR "CALL PILOT" VOICE MAIL SYSTEM CAN BE REACHED ON CAMPUS AT x3920 OR OFF CAMPUS BY DIALING 379-3920 WITHIN 315 AREA CODE OR 315-379-3920 IF OUTSIDE OF 315 AREA CODE

ACCESS YOUR VOICE MAIL BOX FROM ON CAMPUS OR OFF, BY DOING THE FOLLOWING:

- **From a Digital Display Phone-** Press "MESSAGE" Key (Which speed dials Ext 3920)
- **From ANY On Campus telephone-** Dial Ext 3920
- **Off Campus Telephone Inside 315-** Dial 379-3920
- **Off Campus Telephone Outside 315-** Dial 315-379-3920

***Once the system answers follow the prompts as you would when sitting at your office desk**

FIRST TIME LOG IN

- Dial ext. **3920** or press **Message key from your campus phone OR dial 315-379-3920 if Off campus**
- When the Voice Mail system answers you'll be asked to enter your "Mailbox"
- This is your SUNY Canton telephone ext#. Enter that 4 digit Ext # + #
- You'll then be asked for your Password
- Enter **temporary password given by SUNY Canton Telecom (typically 7200), + #**
- You will hear "The temporary password assigned by your Administrator must be changed."
- **Enter your new password**

NOTE: Trivial passwords are not permitted: i.e. 1111, 1234, or your Extension Number.

- **You will now record your personal verification (WHICH IS YOUR FIRST AND LAST NAME)**
- **Press 82, then 1, 5 to record your personal greeting**
- **Follow the remainder of the setup prompts. Hang up when process is complete**

LOG INTO YOUR MAILBOX (After Initial First Time Setup)

FROM YOUR DESK:

- Press ext. **3920** or **press message key**
- Press # when voice mail answers
- Enter your password, then press #
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FROM ANOTHER DESK:

- Dial ext. **3920** or **press message key**
- Enter mailbox number, then press #
- Enter your password, then press #

FROM OFF CAMPUS:

- Dial **379-3920** or **315-379-3920 if outside 315 Area Code**
- Enter mailbox number, then press #
- Enter your password, then press #

NOTE: Once you log on to your mailbox, Call Pilot will play the status of your mailbox.

TO RE-RECORD YOUR PERSONAL GREETING

LOG INTO YOUR MAILBOX

- Press **82**
 - Press **1** to record your **External greeting**
 - Press **2** to record your **Internal greeting**
 - Press **3** to record your **Temporary greeting**
- Press **5** to begin recording
- Press # immediately after you have finished recording
- To hear your greeting, press **2**
- If you wish to delete your greeting and re-record, press **76**, then press **5**, re-record new greeting, then press #
- Press **4** to exit

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EXTERNAL GREETING SAMPLE (Required)

This is _____. I am either on the phone or away from my desk at the moment. Please leave your name, number and a brief message, and I will call you back as soon as I return. If you don't record and INTERNAL GREETING this is the one ALL callers will receive.

INTERNAL GREETING (Optional)

If recorded, only callers On campus will get this greeting. This could be a more casual greeting such as "Hi this is Susan. You've caught me away from my desk. Leave me a message and I'll get back to when I return"

TEMPORARY GREETING DETAILS (Vacation, etc)

A temporary Greeting (press "3") can be used for situations where normal work routine is interrupted for a period of time.

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

To Set an expiration date, After recording your temporary greeting:

- ◆ Press **9**
- ◆ Enter the **month, day** and **time**, press **#** after each entry
- ◆ For the current month or day, simply press **#**

If you would rather delete the temporary greeting when you return; do this:

- ◆ Log into your voice mail box
- ◆ Dial 82
- ◆ Then select 3 for your temporary greeting
- ◆ Then 76 to delete it
- ◆ Your normal greeting will now be back in place

RE-RECORD NAME IN FUTURE

LOG INTO YOUR MAILBOX

- Press **82**
- Press **9**
- Press **5** and wait for tone
- Record your name, then press **#**
- To hear your recording, press **2**
- To re-record, press **5**, re-record name, then press **#**

CHANGE YOUR PASSWORD IN FUTURE

LOG INTO YOUR MAILBOX

- Press **84**
- Enter your old password, then press **#**
- Enter your new password, then press **#**
- Enter your new password again, then press **#**

PLAYING MESSAGES

LOG INTO YOUR MAILBOX

- Press **2** to play messages
- Press **76** to delete messages. Once you have documented the important information from that message you must delete it or the message will automatically save.

OTHER PLAY OPTIONS:

- Press **2** : Play
- Press **76** : Delete Message
- Press **1** : Skip back (5 seconds)
- Press **21** : Slow down playback
- Press **23** : Speed up playback
- Press **3** : Skip forward (5 seconds)
- Press **4** : Play previous
- Press **6** : Next message
- Press **71** : Reply to message
- Press **72** : Play Message Envelope

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- Press **73** : Forward message
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- Press **76** : Delete/Restore
- Press **9** : Call Sender (internal)
- Press ***** : Help Menu
- Press **#** : Pause message

To play saved messages, press **6** until end of mailbox, and press **6** again to play message.

COMPOSE AND SEND A MESSAGE TO ONE OR MORE MAIL BOXES

LOG INTO YOUR MAILBOX

- Press **75**
- Enter the mailbox number/distribution list of the person/list to whom you are sending the message, then press **#**
- Enter each mailbox number/list, then press **#**
- When the list is complete, press **#** again
- Press **5** to record your message, then press **#**
- Press **2** to review your message
- Press **70** to tag your message (optional)

TAG OPTIONS:

- Press **1** for urgent delivery
- Press **4** for private delivery
- Press **5** for acknowledgement
- Press **6** for timed delivery (up to 30 days)
- Press **79** to send your message

DISTRIBUTION LIST

LOG INTO YOUR MAILBOX

- Press **85**
(to play a summary of all your lists, press *****)
- Press **5**
- 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 list is complete press **#**

To delete a number or name after entered, Press **0#**

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

EXPRESS MESSAGING

To simply leave a message for someone without their phone ringing.

- Dial **3923 or 379-3923**
- Enter the mailbox number of the person to whom you want to leave the message, then press **#**

TRANSFER A CALLER DIRECTLY TO VOICEMAIL

- Press **Transfer**
- Enter **3923**
- Enter mailbox number, then press **#**
- Press **Connect** to complete

TO CHANGE DIAL 0 (CUSTOM OPERATOR)

LOG INTO YOUR MAILBOX

- Press **80** for mailbox options
- Press **1** to change operator

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- Enter the new custom operator's number, then **#**

TO RECORD YOUR TEMPORARY GREETING

LOG INTO YOUR MAILBOX

- Press **82**
 - Press **3** to record your Temporary greeting
- Press **5** to begin recording
- Press **#** immediately after you have finished recording
- To hear your greeting, press **2**
- If you wish to delete your greeting and re-record, press **76**, then press **5**, re-record new greeting, then press **#**

Once you have recorded your temporary greeting, you can set an expiry date. 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, day** and **time**, press **#** after each entry
- ◆ For the current month or day, simply press **#**
- ◆ Press **###** to set "no expiry"

TO SET MAILBOX TO NOT ACCEPT MESSAGES WHILE TEMPORARY GREETING IS PLAYING

LOG INTO YOUR MAILBOX

- Press **807** for message blocking
- Press **3** to turn message blocking on **ONLY** when temporary greeting is recorded
- Press **1** to have callers transferred to your custom operator

MAILBOX INFORMATION

- Your mailbox number is usually the same as your extension number.
- Password can be 4-16 digits
- Maximum message storage is 21 days
- Each message can be up to 3 minutes long