Voicemail User Guide

First time log in ONLY from your desk

Dial extension **3920 or** press **Message Key**

Press **#**

Enter **temporary password (5950)**, then press #

You will hear "The temporary password assigned by your Administrator must be changed."

Enter your new password. (Note: Trivial passwords are not permitted: 1111, 1234, or your extension number.)

You will now record your personal verification (First and Last Name)

Press **82**, then 1, 5 to record your personal greeting

To Re-record your personal greeting

Log into your mailbox:

Press 82

 - Press 1 to record your External greeting

 - Press 3 to record your Temporary greeting (vacation)

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 greeting, then press #

Press 4 to exit

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.

Temporary Greeting Details (Vacation)

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 expiry date. If you do not set one, the temporary greeting will remain in effect until you delete it.

Expiry Date

 - Press 9

 - Enter the Month, Day and Time, press # after each entry

 - For the current month or day, press #

 - Press # # # to set "no expiry"

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

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 #

To Log into your Mailbox

From your desk:
Press extension 3920 or press **Message Key**
press # when voice mail answers
Enter your password, then press #

From another desk:
Press extension 3920 or press **Message Key**
Enter mailbox number, then press #
Enter your password, then press #

From outside the building:
Dial 379-3920
Enter mailbox number, then press #
Enter your password, then press #
Note: Once you log into your mailbox, Call Pilot will play the status of your mailbox.

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 Options:
1: Skip back (5 seconds)
2: Play
21: Slow down playback
23: Speed up playback
3: Skip forward (5 seconds)
4: Play previous message
6: Play next message
71: Relay message
72: Play message envelope (time & date)
73: Forward message
76: Delete/Restore
9: Call sender (internal)
*: Help Menu
#: Pause message

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

Compose and Send a message to one or more mailboxes

Log into your mailbox
Press 75

Enter the mailbox/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, 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 (Customer Operator)

Log into your mailbox
Press 80 for mailbox options
Press 1 to change operator
Enter the new custom operator's number, then press #

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 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.
 - Press 9
 - Enter the Month, Day and Time, press # after each entry
 - For the current month or day, 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 to 16 digits
Maximum message storage is 21 days
Each message can be up to 3 minutes long

Voicemail User Guidelines

Voice mailbox management is the responsibility of the user. The listed items should be used and reviewed on a regular basis.

 - Review current messages and discard in a timely manner
 - Respond to voice mail messages promptly (within 2 hours is recommended)
 - 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.
 - When out of the office, check your voicemail on a regular basis
 - Change your password periodically for security and privacy
 - While listening to someone's' personal mailbox greeting, you may press 5 to skip to the tone and leave your message