

ACCESSING YOUR SUNY CANTON VOICE MAIL

SUNY CANTON Nortel Call Pilot Voice Mail System can be reached by phone:

At Ext 3920 if On campus

At 315-379-3920 if Off campus

Checking your voice mail-

- Call the system using the on campus ext or off campus 10 digit #
- When the system answers it will first ask you to enter your mailbox number and then your password (Your mailbox number is your 4 digit phone number)
- Example- Your ext is 7111 and password is 123456
- You would enter 7111# and when prompted for the password 123456#
- You are in

Once you are logged in and new or old messages to listen use these prompts:

- 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

There may be times like holidays, breaks, sabbaticals, etc where you might want a greeting other than your normal one to be in place; so record a Temporary greeting-

- Log in to your voice mail box
- Once in, dial 82
- At the prompt dial 3 to record a temporary greeting
- Dial 5 to record greeting and when done press #
- Dial 2 to listen to it, 5 to re-record or hang up if satisfied with it
- The temporary greeting will remain in place until you delete it

When you return and wish to delete the temporary greeting-

- Log in
- Dial 82 then 3 for temporary greeting
- Dial 76 to delete this greeting
- Your normal greeting will be back in place

If On campus a light on your phone would be the indication that you have a new voice mail.

If you are away from your office or campus our voice mail system can be programmed to send you an email notification of a new voice mail message. This email would come from Postmaster.callpilot@canton.edu and would include the date and time of the new message as well as any caller ID information available.

If interested in this service, unsure of any voice mail features, have forgotten your voice mail box password or have any other questions direct them to-

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