



VOICE MAIL REFERENCE GUIDE

TO BUILD A MAILBOX

Dial 20500 + your passcode
Press **8** for USER OPTIONS

PASSCODE

Press **7**

GREETING

Press **8** for USER OPTIONS
Press **4** to RECORD Greeting
Press **7** to REVIEW Greeting
Press **9** to SAVE Greeting
Press **3** to DISCARD/Re-RECORD

TO PROGRAM YOUR PHONE TO GO TO VOICE MAIL:

Press ***5 + 20500** to forward your phone for no answer
Press ***8 + 20500** to forward your phone for busy
Press ***7 + 20500** to forward ALL CALLS
+ codes 5, 8 or 7 cancel respective forwards

TO ACCESS YOUR VOICE MAIL:

From your extension: Dial 20500 + your passcode
From another extension WITH voice mail: Dial **20500 + * + extension number + ***
From another extension WITHOUT voice mail: Dial **20500 + extension number + ***
From outside campus: Dial **772-0500 + extension number + ***

TO CHANGE A PASSCODE:

Dial 20500 + your passcode
Press **8** for USER OPTIONS
Press **7** and enter 4 to 10 digits
Press **9** to EXIT

TO CHANGE A GREETING:

Dial 20500 + your passcode
Press **8** for USER OPTIONS
Press **4** to CHANGE GREETING
Press **7** to RECORD/REVIEW
Press **3** to DISCARD/Re-RECORD
Press **9** to KEEP and/or EXIT

TO CHANGE NAME RECORDING:

Dial 20500 + your passcode
Press **8** for USER OPTIONS
Press **6** to CHANGE NAME
Press **5** to LISTEN TO NAME
Press **7** to RECORD/REVIEW

Press 9 to EXIT

TO CHANGE A CONDITIONAL GREETING:

(Conditional Greeting is an additional voice mail option.)

Dial 20500 + your passcode

Press 8 for USER OPTIONS

Press 4 to CHANGE GREETING

Press 2 to CHANGE CONDITIONAL GREETING

Press 2 for BUSY GREETING

Press 3 for FORWARD ALL

Press 6 for NO ANSWER GREETING

Press 9 for PREVIOUS MENU

Press 3 TO ENABLE OTHER GREETING

Press 7 to CHANGE PRIMARY GREETING

Press 9 to EXIT

RETRIEVE OR PLAY MESSAGE:

Dial 20500 + your passcode

Press 7 to PLAY your messages

Press 2 to ANSWER + 9 to SEND

Press 3 to DISCARD message (Press * to RETRIEVE a current discarded message)

Press 4 to GIVE message to another extension with voice mail

Press 5 to KEEP/SAVE the message

Press 6 to MAKE a new message

Press 7 to PLAY message again

Press 9 to EXIT

Press 0 to RETURN TO ATTENDANT

Press # to DIAL an extension

PLAYBACK MESSAGE:

Press * to BACKPLAY 5 seconds

Press # to FORWARD 5 seconds

Press 1 to PAUSE 30 seconds, * to RESUME

Press 8 to SKIP a message

GIVE MESSAGE TO ANOTHER BOX

Press 7 to PLAY

Press 4 to GIVE to another box; enter mailbox or distribution list number

Press # to RECORD additional comments

Press 7 to REVIEW

Press 3 to DISCARD and Re-RECORD

Press 2 to APPEND message

Press 9 to SAVE & SEND message

MAKE A MESSAGE & SEND TO ANOTHER MAILBOX:

Dial 20500 + your passcode

Press 6, enter mailbox or distribution list number

Press # to RECORD message

Press 7 to REVIEW message

Press 3 to DISCARD and Re-RECORD

Press 2 to APPEND message

Press 9 to SEND message and EXIT

MESSAGE ADDRESSING OPTIONS:

After using MAKE, GIVE or ANSWER message features, you may:

Press 6 for MESSAGE ADDRESSING OPTIONS

Press 2 to mark CONFIDENTIAL

Press 7 to REQUEST RECEIPT

Press 8 to mark message URGENT

Press 3 to mark for FUTURE DELIVERY

MARKING FOR FUTURE DELIVERY:

Select MONTH by pressing appropriate number of month (i.e., 1 for January)

Select DATE by pressing 1, 2, 3, ...

Select TIME by pressing number (i.e., 800 for 8:00; 925 for 9:25)

Press 2 for A.M.

Press 7 for P.M.

Press 9 to SEND & EXIT

MAKE A DISTRIBUTION LIST:

Dial 20500 + your passcode

Press 8 for USER OPTIONS

Press 5 to IDENTIFY LIST (01 – 09)

Press 6 to NAME LIST

Press 2 to ADD new mailbox (extension) member

Press 3 to DROP mailbox (extension) member

Press 7 to PLAY list

Press 9 to EXIT

To user list, see MAKE or GIVE a message

CALL SCHEDULE OPTIONS:

Press 8 for USER OPTIONS

Press 2 to access CALL SCHEDULE OPTIONS

PAGING:

Press 7 to SCHEDULE paging

Press 7 to REVIEW

Press 3 to DISABLE/ENABLE paging

Press 8 to CHANGE time

Press 9 to EXIT

AUDIT FUTURE DELIVERY:

Press 2 to AUDIT message

Press 3 to DISCARD message

Press 5 to KEEP message

Press 7 to PLAY message

Press 8 for TIME

Press 9 to EXIT to previous menu

TIPS ON VOICE MAIL

1. If you try to access your voice mailbox and the recording says, “*Welcome to the message center. Please enter a mailbox number or wait*” You **DO NOT** have voice mail.
 2. If you do not have voice mail but forward your calls to someone who does have voice mail activated, your callers will hear, “*Welcome to the message center. Please enter a mailbox number or wait.*”
 3. If you have voice mail, your *greeting, passcode* and *name* need to be activated prior to setting up your mailbox for calls.
 4. For security reasons, **NEVER** choose a passcode with consecutive digits or the same digits. You should choose a random passcode so that the security of your voice mailbox and the security of the voice mail system are preserved.
 5. To bypass a greeting, Press 7 and it will allow you to record your message immediately. After you finish a recording (greeting or message), you may Press 7. This will eliminate unwanted background noise and allow immediate review.
 6. A **GREETING** is what a caller hears when calling you or when you call another mailbox extension. A **MESSAGE** is what you leave for a caller or what a caller leaves for you.
 7. You do not have to wait for VMA (Voice Mail Administrator) recording to stop speaking before you select options. If you know what you need to dial beforehand, you may dial it at any time.
 8. When a transferred call is answered by voice mail, Press **##** to drop the voice mail and return to the original call.
 9. To transfer a call from a Dterm phone to the another person’s voice mail box, Press TRF, Dial 20500, enter the extension number, Press RECALL.
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COMMON-SENSE TIPS TO MAKE THE MOST OF VOICE MAIL

1. Voice mail should not be used to hide from the world. Reply to messages promptly.
2. Personalize your greetings and change them frequently.
3. Leave detailed messages to avoid playing “telephone tag”. Detailed and concise information helps the recipient respond completely to requests via voice mail.
4. Be brief. If you’re rambling, re-record your message.
5. Keep an accurate distribution list and add/delete members as appropriate.
6. People calling into voice mail boxes often find it helpful to have information on when they can expect to hear from you. For example, your greeting might be:
This is Alex Bell. I will be out of the office for most of the morning. Please leave your name, number and a detailed message and I will return your call or answer your voice mail by the close of business today.
7. If you find that you will be away from the office for several days and won’t be checking your messages, let the caller know how long you will be out of the office and that you will not be checking your messages until you return. (For the security of your home, it is probably not a good idea to say, “I’ll be out of town for a week ...”)

VOICE MAIL PAGING

FEATURE DESCRIPTION:

Voice Mail Paging allows the caller/user to input a telephone number for the paged recipient to call. The telephone number can be between 1 to 25 digits. The telephone number will be sent to the recipient's pager as part of the paging notification. The caller is able to review and change the call back number in case an input error is made. The caller must enter the **4 key** for his/her touch-tone telephone to activate Voice Mail Paging. If the caller leaves a message and does not activate the **4 key**, the callback number 20500 appears on the recipient's pager.

MAILBOX OWNER GREETING:

The greeting should inform the caller that Voice Mail Paging is available, as there is no voice memo greeting to prompt the caller to access Voice Mail Paging. An example is:

Hello. You have reached Sally Smith, with Information Services. I am currently unable to take your call. Please leave a detailed message or press 4 to page me. Thank you for calling.

ACCESS INSTRUCTIONS:

The outside caller can access Voice Mail Paging at two different points within the mailbox session—either immediately after the greeting or after recording a message. As previously mentioned, it is the responsibility of the mailbox owner to inform the caller about Voice Mail Paging in his/her greeting.

Option 1: Leave a telephone number after recording a message.

1. After the mailbox owner greeting, record a message.
2. VoiceMemo will prompt you with options, including the option to input your telephone number. Press 4.
3. Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, VoiceMemo will time-out and prompt you again for the telephone number. After the second time out, VoiceMemo will hang up.
4. After the telephone number is entered, VoiceMemo will repeat the telephone number entered.
5. VoiceMemo will prompt you with options to delete and re-enter your telephone number. Press 4.
6. If you do not wish to delete and re-enter your telephone number, press 9. Your message and page will be sent. Then hang up.

Option 2: Leave a telephone number before recording a message.

1. After the mailbox owner greeting, press 4
2. Enter your telephone number (1-25 digits) followed by a "#". If you do nothing, VoiceMemo will time-out and prompt you again for the telephone number. After the second time out, VoiceMemo will hang up.
3. After the telephone number is entered, VoiceMemo will repeat the telephone number entered. To delete and re-enter your telephone number, press 4.
4. If you do not wish to delete and re-enter your telephone number but record a message, press 3.

5. Press 9 and your message and page will be sent. Then hang up.

NOTES:

1. When both a message and a call back telephone number are entered, VoiceMemo will not display (VMM) message waiting notification on telephone sets. The message deposited is categorized as a receipt.
2. Always press 9 after the # key to send message and page.