

## Voice Mail

### Initial Setup

*NOTE: The recording will state your new password, so use the handset when you are initially setup up your voice mail to prevent anyone from hearing it.*

- From your phone, pick up the handset.
- Press the **Msg/Inbox** button or you can dial **8999**.
- Listen to the recording and when prompt for a password, type the temporary password, **86245**, followed by the ( # ) symbol on the phone key pad.
- The recording will ask you to choose a new password. Enter your new password on the phone key pad followed by the ( # ) symbol.
- The recording will then restate the new password you just entered, if correct press the ( # ) symbol, if not press the ( \* ) symbol to change your password.

### Accessing Your Voice Mail

#### Using Your Campus VoIP Phone

- Pick up the handset or press the **Handsfree** button.
- Press the **Msg/Inbox** button or you can dial **8999**.
- When prompted, enter your password.
- After listening to your messages, follow the options to save or delete.

#### Using Your Campus Analog Phone

- Pick up the handset
- Dial **8999**.
- When prompted, enter your password.
- After listening to your messages, follow the options to save or delete.

#### Using Another Campus VoIP Phone

- Pick up the handset or press the **Handsfree** button.
- Press the **Msg/Inbox** button or you can dial **8999**.
- During the greeting, press the ( \* ) symbol on your phone key pad twice.
- When ask to enter your mailbox number, enter your seven digit number (**932 + your extension**). **Example: 932-5555**
- Enter your password and listen to your messages.
- After listening to your messages, follow the options to save or delete them.

### **From an Off Campus Telephone or Mobile Phone**

- Dial 932-8999
- During the greeting, press the ( \* ) symbol on your phone key pad twice ( \* \* ).
- When ask to enter your mailbox number, enter your seven digit number (**932 + your extension**). **Example: 932-5555**
- Enter your password and listen to your messages.
- After listening to your messages, follow the options to save or delete them.

### **How to leave a Voicemail without Ringing Phone**

- Access voicemail system (press messages button or dial VM extension)
- At the prompt, dial the 7-digit mailbox number of the party you wish to leave a message .

Note: You can also transfer a caller in to someone's voicemail by using the above with the transfer feature.

### **Notes:**

- The voice mail system assumes you are the owner of the extension you are calling from and will ask you for the password.
- The voice mail system has voice prompts that will walk you through the sytem.
- You will be required through an enrollment process the first time you log into the system. (Change Password, Record Name, Select Greeting – Standard System Greeting/ Personal Greeting).
- Temporary password is **86245**.
- Minimum password length is 4-digits, trivial passwords are not allowed.
- To bypass a greeting or interrupt a prompt, press #.
- Passwords do not expire.
- You can have up to six invalid login attempts then your mailbox will be disabled. You have three invalid login attempts per session.

**\*\*\*See Voice Mail Commands page for comands available while maneuvering through the system.**