VOICEMAIL USER GUIDE

VOICEMAIL HELP DESK
If necessary, contact the Telecom Systems Help Desk at 3-5515 for assistance with this service.

GETTING STARTED

A temporary passcode is required for your first voice mailbox session, the tutorial. The temporary passcode for all users is 78283 (STATE).

THE TUTORIAL

When accessing your voice mailbox for the first time, a verbal tutorial is automatically activated. The tutorial will guide you through your first mailbox session. Be prepared to record your greeting, your name and a 4-10 digit passcode.

The tutorial will prompt you to enter a temporary passcode. Your temporary passcode is 78283 (STATE).

ENTERING YOUR MAILBOX

From your own phone:

1. Press the “Messages” button or “Voicemail Access” button, depending on your model.
2. Enter your passcode when prompted.

From a campus phone other than your own:

1. Dial 2-2100. If another voicemail user's voice is announced, press *. (This occurs when you place the call from another phone that has voicemail.)
2. Enter your 5-digit mailbox number (same as your campus phone number)
3. Press *
4. Enter your mailbox passcode when prompted
From off-campus:

1. Dial (517) 432-2100
2. Enter your 5-digit mailbox number (same as your campus phone number)
3. Press *
4. Enter your mailbox passcode when prompted.

MAIN MENU

You will always be offered the option of listening to your messages first. If you do not play any messages, but stay on the line, the Main Menu options will be offered.

Main Menu Options:

1. Press P to Play the first message.
2. Press M to Make a message
3. Press U to change User options
4. Press X to eXit the system

MESSAGE WAITING INDICATION

A red message waiting light will illuminate when a caller leaves a message in your mailbox.

Note: Your message light will not extinguish until all of your messages are kept or deleted.

PLAYING YOUR MESSAGES

1. Access your mailbox and enter your passcode.

   ● The system will tell you how many new and saved messages you have.
2. Press P to Play the first new message.

During playback - Silent Prompts

Press * to move backward 5 seconds.
Press # to move forward 5 seconds.
Press 1 to pause 30 seconds: press any key to resume.
Press T(8) to skip to the top of the next message.
After playback

Press K to Keep a message.
Press P to Play the message again.
Press D to Discard a message.
Press A to Answer the message.
Press G to Give the message to another user: (Enter mailbox number or Distribution List Number; Record Comments)

- Press R to Review your recording
- Press D to Discard and record again
- Press A to Append to your recording
- Press M to activate Message Addressing Options
- Press X to send your recording and eXit
- Press K to Keep or D to Discard the message

3. When you are finished playing your messages, press X to eXit the system.

Note:

Once the first message has been kept or discarded, the next message will automatically play.
If you accidentally press D to Discard a message, retrieve it by immediately pressing *

MAKE A MESSAGE FOR ANOTHER USER

1. Access your voice mailbox
2. Press M to Make a new message for another user.
3. Enter the recipient’s 5-digit mailbox number or the 2-digit distribution list number.

   If you are sending your message to more than one person, you may continue to input mailbox numbers and/or distribution list numbers.
   To cancel an entry if entered incorrectly, press *.
4. Press # to begin recording your message.

   You may press * to pause/resume during recording
5. After recording, press:

   R to Review your recording
   D to Discard and re-record
   A to Append to your recording
   M to activate Message addressing options
   X to send the message and eXit to the main menu
MESSAGE ADDRESSING OPTIONS

Message Addressing Options can be accessed after you have recorded a message for another user (this includes an Answer to a message that was sent to you or comments that you make when Giving a message from your Mailbox to another user).

1. Access your mailbox.

2. Make, Give or Answer a message.

3. Press M to access Message Addressing Options:

   Press C to mark message Confidential (This prevents a message from being given to another user’s mailbox.)
   Press R to Request a receipt (When the recipient of the message plays the message, the system will send the user a receipt.)
   Press U to mark message Urgent (This will place the message first in the recipient’s mailbox.)
   Press F to schedule for Future Delivery (Messages can be given up to 30 days in advance. The system will prompt you to enter the month, day and time of delivery)
   Press X to eXit message addressing options.

4. Press X to send your message and eXit.

USER OPTIONS

Changing Your Greeting

1. Access your mailbox.

2. Press U for User Options

3. Press G for Greeting

   The system will tell you if you have your Primary, Conditional, or Extended Absence greeting enabled. Only one greeting may be enabled at a time.

   If you want to change the Primary Greeting:

   • Press P to change Primary greeting
   • Press L to Listen to the Primary greeting or R to Record Primary greeting.
   • Press # when finished recording.
   • After recording, you have the options of pressing R to Review, D to Discard and record again or press A to Append to your greeting
   • Press X to save your greeting and to eXit to the previous menu
If you want to change **Conditional Greetings:**

Conditional greetings contain a Busy greeting, a No Answer greeting, and a Call Forward greeting. If your conditional greetings are recorded and enabled, a caller who reached your mailbox because you are on your line will hear your Busy greeting (*I’m on another call right now...*). If you do not answer your line, they will hear your No Answer greeting (*I’ve stepped away from my desk...*). If you have directly call-forwarded your line to voicemail, they will hear your Call Forward greeting (*I am currently out of the office...*).

- Press C to change Conditional greetings
- Press B to record Busy greeting
- Press F to record Call Forward greeting
- Press N to record No Answer greeting
- Press # when finished recording
  After recording, you have the options of pressing R to Review, D to Discard and record again, or A to Append to your greeting.

- Press X to save your greeting and to eXit to the previous menu.

If you want to record/enable **Extended Absence Greeting:**

This greeting allows you to inform callers of an extended absence. *Callers cannot press a key to skip the greeting.* Once the greeting has played, callers can leave a message*.

- Press G to change your Extended Absence Greeting
- Press L to listen or R to record your Extended Absence Greeting

Once Extended Absence Greeting is recorded:

- The Extended Absence Greeting is enabled and will play when callers reach your voice mail.
- Every time you log into your voicemail, you will be prompted to press 1 to retain your Extended Absence Greeting or to press 2 to disable it.

4. Press E to Enable the correct greeting.
5. Press X to eXit.

**Changing your passcode**

1. Access your mailbox.
2. Press U for User options.
4. Enter your new passcode (4-10 digits) and wait for the system to acknowledge your change.
5. Press X to eXit and save your changes.
Changing your name recording

1. Access your mailbox.
2. Press U for User options.
3. Press N for Name
4. Press R to Record
5. State your name
6. Press # when finished recording
7. Press D to Delete and record again or X to save the recording and eXit to the previous menu.
8. Press X to eXit and save your changes.

Create/Maintain Distribution Lists

1. Access your mailbox.
2. Press U for User options.
3. Press L for Distribution List (A list of two or more voice mail users to whom messages are sent simultaneously.)
4. Enter the list number (01 to 09)
5. Press N to Name your list
  Record list name
  Press X to save the name and eXit to the previous menu
6. Press A to Add a member or D to Drop a member
7. Enter mailbox number of member to add or drop
8. Repeat A or D if required
9. Press P if you would like to Play list members
10. Press X to save the changes and eXit to the main menu

To Activate Tutorial

1. Access your mailbox.
2. Press U for User options.
3. Press T for Tutorial
4. Tutorial will come on to guide you through changing your passcode, recording your greeting and recording your name.