

VOICE MAIL

You may use the Voice Mail system from any touchtone telephone 24 hours a day, 7 days a week.

GETTING STARTED

The **first** time you use your voice mail, you must "personalize" it. Access your voice mail per the instructions below then go to **VOICE MAIL SETUP**.

HOW TO ACCESS VOICE MAIL

Note: The default security code is always **2580**

Individual Voice Mail

From your desk phone:

Lift handset *or* Press **SPEAKER**

Dial **41850 (single-line phone)** *or*

Press the **MESSAGE** key (**display phone**)

Away from your desk phone:

On campus dial **41850** *or*

Off campus dial **(607) 274-1850**

Press **#** when the system answers

Dial **9** plus your **5-digit** phone number

Tree (Shared) Voice Mail

Main Voice Mailbox:

Dial **41850**

Press **#** when the system answers

Dial **9** plus your **5-digit** phone number

Personal Voice Mail:

On campus dial **41850** *or*

Off campus dial **(607) 274-1850**

Press **#** when the system answers

Dial **9** plus your **7-digit** phone number

VOICE MAIL SETUP

Recording Your Name

Say your first and last name when prompted

Press the ***** key to end recording

Press **1** to change

Press **2** to keep

System Directory

This option allows callers to "dial by name" to reach your extension:

Press **1** for YES

Press **2** for NO

Recording Your Greeting(s)

Press **1** if you want to record different greetings; otherwise press **2** for the same greeting for all calls.

Follow prompts to record greeting(s):

Press the ***** key to end recording

Press **1** to change

Press **2** to keep

Security Code

Follow prompts to enter a security code:

Enter a security code you will not forget

When finished press the ***** key

Re-enter your security code

When finished press the ***** key

Saving Your Settings

Follow prompts to save your settings or start over:

Press **1** to save your settings *or*

Press **2** to erase and restart the tutorial

CHECKING MESSAGES

Access your voice mail

Enter your security code

New messages are automatically played

Press ***** for the main menu

CREATING A MAILBOX GROUP

Follow these steps to create a group for sending the same message to multiple users:

Access your voice mail

Press **7** for setup options

Press **5** for message groups

Press **4** to create a group

Enter the **first 3 letters** of the group name using the touchtone keypad

Record a name to identify the group

Designate the group as public or private

Press the **#** key twice to add phone numbers

Press **1** to confirm each entry

When finished press the ***** key

SAMPLE GREETINGS

Individual Voice Mail

"This is (your name) with Ithaca College. I am currently away from my desk. If you would like to leave a message, please do so at the tone."

Tree (Shared) Voice Mail Main Greeting

"You have reached the (your department name) at Ithaca College. For (person A) press **1**, for (person B) press **2**."

TIPS AND TRICKS

- Responding to yes or no prompts:
Yes is ALWAYS **1**
No is ALWAYS **2**
- To hear message timestamp press **38**
- To access the main menu at any time press *****
- To exit the system at any time press *******
- To skip a greeting when calling a mailbox, press the ***** key once (as soon as the greeting starts to play)

VOICE MAIL QUICK REFERENCE

Check new messages	4
Leave messages	5
Review messages	6
Change setup options	7
Switch greetings	745
Add a message group	754
Edit a message group	755
Change security code	774

During message playback:

Stop playback for menu options	3
Slow down playback	4
Adjust volume	5
Speed up playback	6
Rewind five seconds	7
Pause	8
Fast forward five seconds	9
Save message as new	*
Repeat message	#
Check next message	35
Delete message	36
Archive message	37
Hear time/date of message	38
Redirect message	39
Return to main menu	*
Exit quickly	***

Message Recording:

Pause	8
Stop	*
Start over	#

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Voice Mail Guide

607-274-1850

Access Telephone Number

Mailbox Number

