VOICE MAIL

The First Day

I. Login

☎ Dial your Voice Mail access extension **6565**
To access your Voice Mail System from off campus dial **305-628-6565**

☎ Press the **#** key.
Note: You don't need to enter your extension if you are dialing from your own extension.

☎ Enter the default password which is the **#** key.
Note: This password will only be used the first time voice mail is accessed.

YOU ARE NOW LOGGED IN!

☎ You will now record your name; listen to voice prompts.
DO NOT USE SPEAKER PHONE!

1. Enter **1** to begin recording.
2. SAY YOUR NAME.
3. Enter **1** to END recording.
4. Enter **#** sign to **APPROVE** recording.

II. PERSONALIZE YOUR PASSWORD

Enter a number 5 to 10 digits as your personal password, followed by the # sign.
Re-enter your personal password followed by the # sign.

III. CREATE A PERSONAL GREETING
(Recording heard by your callers when answered by voice mail)

1. Enter **3** to create a personal greeting.
2. Enter **1** listen to voice prompts.
3. Enter **1** to indicate greeting number.
4. RECORD GREETING; enter **1** to end recording.
5. Press **2-3** to playback OR Press ***D** to delete and re-record greeting or press **#** to APPROVE
6. Enter **1** to now activate this greeting for all calls.

PLAY BACK CONTROLS

To use the touch-tone pad only while listening to your messages.

PRESS	ACTION WHEN PRESSED
2	**REWINDS** the message back to the header of the message.
3	When pressed, stops the message (up to 30 seconds), press 3 again picks up where you left off on the message.
4	Makes the persons voice **LOUDER**.
5	**BACKS UP** the message 5 seconds.
6	**ADVANCES** the message 5 seconds.
7	Makes the persons voice **SOFTER**.
8	Makes the persons voice **SLOWER**.
9	Makes the persons voice **FASTER**.
0	**BACKS UP** the messages to the beginning.
#	**SKIPS** and **SAVES** the message in the Old Message File.

BASIC COMMANDS

***H** (star 4) – **HELP** – helps at anytime when in the system and you are not sure where you are. By pressing HELP the system will tell you which menu area you are in. If you end up where you're not supposed to be, just press ***R** (see below).

***R** (star 7) – **RETURN TO ACTIVITY MENU** – Whenever you make a mistake in Voice Mail on a command, just press ***R**, and this will return you back to the ACTIVITY MENU, and you can start again. This keeps you from having to LOG back in all over again.

***D** (star 3) – **DELETE** – Deletes messages.

****U** (star, star 8) – **UNDELETES** – This will only bring back the LAST message that was deleted, and only on the SAME call.

***W** (star 9) – WAIT – This is a hold in Voice Mail. Once you press this, the Voice Mail System will wait for you to press 3 to pick up right where you left off.

***T** (star 8) – Transfer – Will transfer you out of a person's Voice Mail and you are now able to call another extension for a live person again without having to hang up. (To operate, you press *T, ext. number, followed by a #).

****N** (star, star 6) – DIRECTORY – If you do not have the extension number of a person within your system, you can press **N and the touch-tone pad will become an alpha pad. You will then spell the person's last name on the touch-tone pad and Voice Mail will tell you that person's extension.

****X** (star, star 6) – Exit out of the system – Exits you out of the system.

***A** (star 2) – alternate addressing – Toggles the touch-tone pad between alpha and numeric.

VOICE MAIL RECORDINGS

Below are some suggestions for your personalized voice mail message:

Hello. This is **(name).** I am either on the phone or away from my desk. Please leave your name, telephone number and a brief message and I will return your call as soon as possible. If you need immediate assistance, please call **(name)** at **(telephone number).** Thank you.

Hello. This is **(name).** I will be out to lunch from **(time)** to **(time).** Please leave your name, telephone number and a brief message and I will return your call as soon as possible. If you need immediate assistance, please call **(name)** at **(telephone number).** Thank you.

Hello. This is **(name).** I will be in a meeting from **(time)** to **(time).** Please leave your name, telephone number and a brief message and I will return your call as soon as possible. If you need immediate assistance, please call **(name)** at **(telephone number).** Thank you.

Hello. This is **(name).** I will be out of town for a conference during the week of **(month/day).** If you need to speak with someone immediately, please call **(name)** at **(telephone number).** Or, you may stay on the line and leave me a brief message. I will be checking them periodically. Thank you.

Hello. This is **(name).** I will be on vacation from **(month/day)** to **(month/day).** If you need immediate assistance, please call **(name)** at **(telephone number).** Or, you may stay on the line and leave me a brief message. I will be checking them periodically. Thank you.