

Voice Mail

Initial Set-up

When you access your mailbox for the first time, a user tutorial is automatically activated. This tutorial will guide you through your first mailbox session, explain how to record a greeting and your name, and prompt you to change your passcode. You must complete the entire tutorial to set up your voice mailbox.

- Dial extension 1300
- When prompted enter your temporary passcode
- The system tutorial will begin automatically
- Follow all instructions

On campus access

- Dial 1300
- Enter your passcode

Remote access

- Dial 654-1300
- Immediately during the recording, press the STAR (*) key, when prompted enter your 4-digit extension, followed by the STAR (*) key.
- Enter your passcode
- Follow the voice prompts

Greetings

Types of Greetings

- Primary personal greeting
- Conditional greeting – Use this type of greeting if you want your callers to hear a different greeting when your phone is busy, call forwarded or you don't answer

Note: The first thing you need to do when you want to change your greeting is to make sure the greeting you want to change is currently enabled. If the wrong one is enabled follow the instructions below. If the right greeting is already enabled go directly to changing your greeting.

Enabling a different greeting

- Access your mailbox
- Enter your passcode
- Press U (8) for user options
- Press G (4) to change your greeting
- Listen to what greeting is currently enable, if you want to change it press E (3) to enable a different greeting
 1. Press C (2) to enable your conditional greeting
 2. Press G (4) to enable your primary greeting
- If you want to change your greeting you can do so now by starting at Press P for changing your primary greeting or C to change your conditional greeting
- Press X (9) to exit to the main menu

Changing your primary greeting

- Access your mailbox
- When prompted enter your passcode
- Press U (8) for user options
- Press G (4) to record your greeting
- Press P (7) to change your primary personal greeting
- Press R (7) to record your greeting
- Press X (9) to save and exit to the previous menu
- Press X (9) to exit the system

Note: You must completely exit out of the system or your greeting will not be changed

Changing your conditional greeting

- Access your mailbox
- When prompted enter your passcode
- Press U (8) for user options
- Press G (4) to record your greeting
- Press C (2) to change your conditional greeting
- Press B (2) to change your Busy greeting
- Press F (3) to change your Call Forwarding greeting
- Press N (6) to change your No answer greeting
- Press X (9) to exit to the previous menu
- Press X (9) to exit the system

Note: You must completely exit out of the system or your greeting will not be changed

Sample greeting

- “Hi, this is Bob Smith with the California Maritime Academy. I am either on another line or away from my desk. Please leave your name, telephone number and a detailed message at the tone and I will return your call as soon as possible. Thank you for calling.

Retrieving messages

- Access your mailbox
- Enter your passcode
- Press P (7) to play the first message
- After listening to your message you have the option to
 1. Press A (2) to answer the message
 2. Press G (4) to give the message to another user
 3. Press K (5) to keep the message
 4. Press D (3) to discard the message
- When finished, press X (9) to exit the system

Moving around while listening to your messages

- Press 1 to pause for 30 seconds. Press * to resume
- Press * to move backwards 5 seconds
- Press # to move forward 5 seconds
- Press T (8) to move to top of the next message

Forwarding messages to another user

- After listening to the message, press G (4) to give the message to another user
- Enter the mailbox number of the party you want to give the message to
- Record added comments
- Press X(9) to send your message

To transfer back to someone's voice mail

- Press flash
- Dial 1300
- Press *
- Enter mailbox
- Hang up

Distribution lists

- Access your mailbox
- Enter your passcode
- Press U (8) for user options
- Press L (5) to create or modify a distribution list
- Enter a distribution list number (01-99)
- Record a name for list
- Press A (2) to add a member
- Press D (3) to delete member
- Press N (6) to record a name for the list
- Press P (7) to play the list
- Press X (9) to exit to the main menu

Making messages

- Access your mailbox
- Enter your passcode
- Press M (6) to make a message
- Enter the mailbox number or distribution list that you want to send the message to
- Press # to begin recording your message
- Press M (6) for message addressing options
- When finished, press X (9) to exit

Message addressing options

- Press C (2) to mark confidential (recipient can answer the message but not give it to another user)
- Press R (7) to request a receipt
- Press U (8) to mark message urgent
- Press F (3) for future delivery
- Press X (9) to exit message