Voice Mail Instructions

To Log into Voice Mail

Contact your telecommunications coordinator (see page 4). On campus, dial 6-2500. Off-campus, dial 303-556-2500.

Activity Menu

1. Record and send messages
2. Respond to messages
3. Create personal greeting
4. Check outgoing messages
5. Change password/create group lists/personal directories/re-record name
6. Scan messages quickly

You will hear only the first three prompts unless you press ✱H for help.

To Create Personal Greetings

To record personal greeting(s) and activate different call types:

1. At Activity Menu, press 3 for "administer personal greetings"
2. Press 1 to record or re-record a greeting
3. Enter greeting number 1 through 9
4. Speak greeting at the tone
5. Press 1 to stop recording. To edit:
   — press 2 3 to play back or
   — press ✱D to delete
6. Press # to approve
7. Press 1 to activate this greeting for all call types

Repeat the above steps to record additional greetings
(be sure to change greeting number at step 3).

To activate previously-recorded greetings:

1. Press 3, 3 from the Activity Menu
2. Enter the greeting number
3. Do one of the following:
   — press 1 to activate for all calls, or
   — follow the prompts to activate call types

Re Record ID Name of Mailbox

1. Log on to your voice mail account
2. At the activity menu press 5, 5 and follow the instructions.

Change Password

1. Log on to your voice mail account
2. At the activity menu press 5, 4
3. Enter new password, re-enter new password
4. Press # to approve

To Get Messages

Used to retrieve your messages; you can also respond to the sender of the message or forward messages on to other extensions.

To get messages:

1. Log into voice mail
2. At Activity Menu, press 2 for "get and respond to messages"
3. Press 0 to listen to first message
   — ✱D will delete the message
   — # will skip to the next message (current message will save as an old message)
   — ✱✱H will hold message in the current category
   — Press 1 to respond to or forward message

Respond To or Forward Message

(only after pressing 0 to listen to the message):
— Press 1 0 to call sender directly
— Press 1 7 to reply to sender by voice mail
— Press 1 1 to reply to sender and attach a copy of their message
— Press 1 2 to forward message with your own comment to (an)other extension(s)

Scan Messages Quickly

This is most useful for mobile phone users because it requires the user to press only two buttons.

1. From the Activity Menu, press 7 for "scan messages quickly."
2. Press
   1 to scan headers and messages,
   2 to scan headers only, or
   3 to scan messages only

The header refers to the part of the message that records time, date, who sent the message and the duration of the message.

Retrieving Deleted Messages

Deleted messages cannot be retrieved once you have exited the voicemail sysem. If you are still in the system, press ✱✱8 or ✱✱D immediately after deleting the message you want retrieved.

Additional Note for Retrieving Messages

When listening to a message, you may press 8 to slow down a message, press 9 to speed up the message, and press 5 to rewind five seconds.
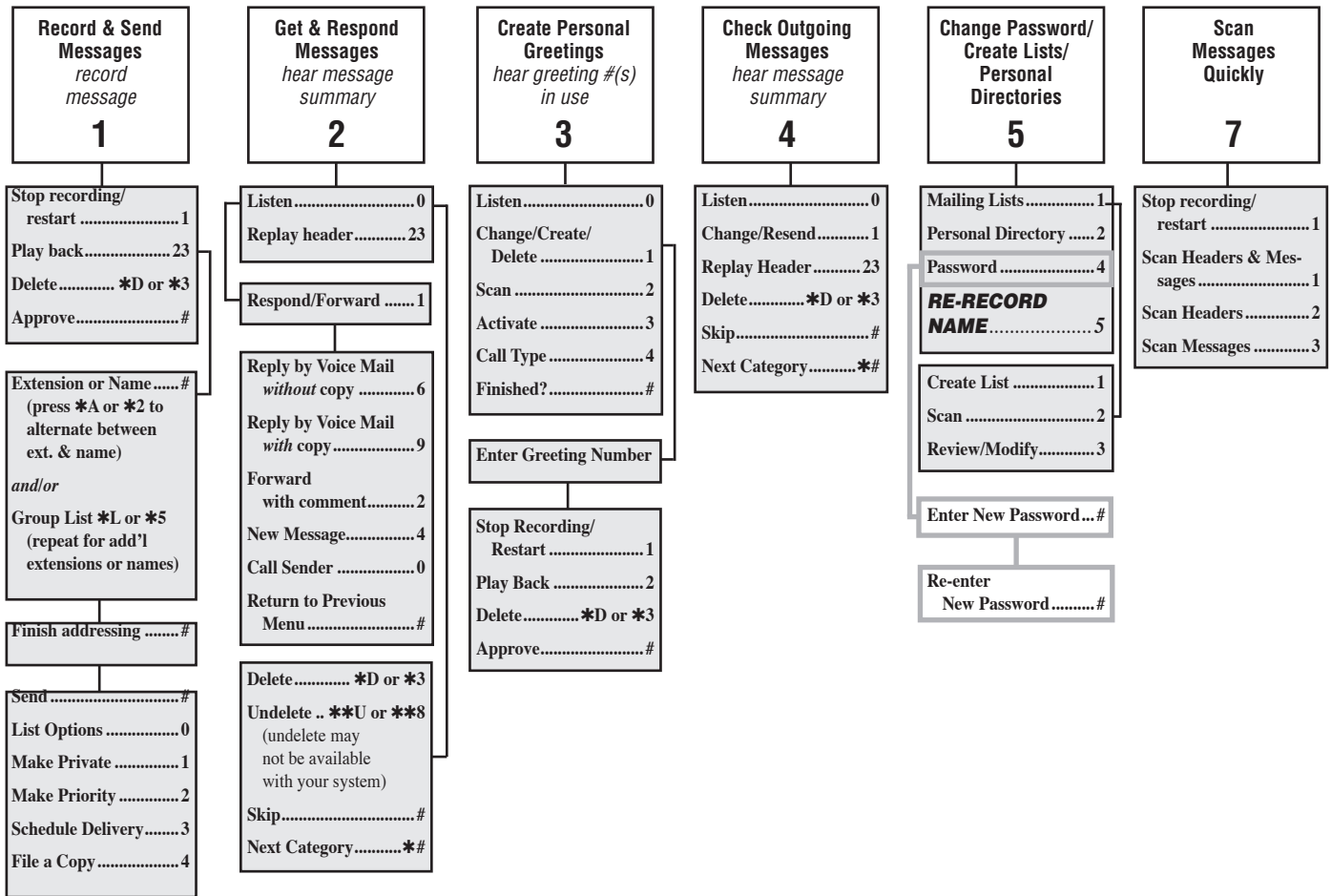
How Long Are Messages Saved?

New messages that have never been listened to are saved for 30 calendar days. Messages that have been played at least once are saved for a maximum of 5 calendar days.

BOLD FIGURES indicate the button(s) to be used for that command.

LOG-IN

- Dial your voice messaging system number.
- Enter extension number (if calling from your extension, enter number).
- Enter password number. Get your initial password from your system administrator.

ACTIVITY MENU

Record & Send Messages
record message

1

Stop recording/
  restart 1

Play back 23

Delete .... ∗D or ∗3

Approve .... #

Extension or Name ...... #
  (press ∗A or ∗2 to
  alternate between
  ext. & name)

and/or

Group List ∗L or ∗5
  (repeat for add'l
  extensions or names)

Finish addressing .... #

Send .... #

List Options 0

Make Private 1

Make Priority 2

Schedule Delivery 3

File a Copy 4

Get & Respond Messages
hear message summary

2

Listen 0

Replay header 23

Respond/Forward 1

Reply by Voice Mail
  without copy 6

Reply by Voice Mail
  with copy 9

Forward
  with comment 2

New Message 4

Call Sender 0

Return to Previous
  Menu .... #

Delete .... ∗D or ∗3

Undelete .. ∗∗U or ∗∗8
  (undelete may
  not be available
  with your system)

Skip .... #

Next Category .... ∗#

Create Personal Greetings
hear greeting #(s) in use

3

Listen 0

Change/Create/
  Delete 1

Scan 2

Activate 3

Call Type 4

Finished? .... #

Enter Greeting Number

Stop Recording/
  Restart 1

Play Back 2

Delete .... ∗D or ∗3

Approve .... #

Check Outgoing Messages
hear message summary

4

Listen 0

Change/Resend 1

Replay Header 23

Delete .... ∗D or ∗3

Skip .... #

Next Category .... ∗#

Change Password/ Create Lists/ Personal Directories

5

Mailing Lists 1

Personal Directory 2

Password 4

RE-RECORD NAME 5

Create List 1

Scan 2

Review/Modify 3

Enter New Password ... #

Re-enter
  New Password .... #

Scan Messages Quickly

7

Stop recording/
  restart 1

Scan Headers & Mes-
  sages 1

Scan Headers 2

Scan Messages 3

FOR MORE INFO

- Press ∗H for Help at any time.
- Consult your voice messaging portable guide.
- Contact:
  AHEC:
  Mary White, 6-2206
  CCD:
  Guy Evans, 2-3031
  MSCD:
  Barb Garcia, 6-2912
  UCD:
  Regina Rodriguez-Keith, 6-6100

PLAY BACK CONTROLS

Use while listening to or recording messages:

Rewind 2
Play/Pause* 3
Louder 4
Back Up 5
Advance 6
Softer 7
Slower 8
Faster 9
Listen/Replay 0
Skip .... #

* Press **3** to pause and **3** again to continue.

BASIC COMMANDS

Help .... ∗H or ∗4
Return to Activity Menu .... ∗R or ∗7
Delete .... ∗D or ∗3
Undelete
  (must be used immediately) ...... ∗∗U or ∗∗8
Wait .... ∗W or ∗9
Transfer out of System .... ∗T or ∗8
Look up Name/Extension
  in Directory .... ∗∗N or ∗∗6
Exit System .... ∗∗X or ∗∗9
Hold Message in Category .... ∗∗H or ∗∗4
Alternate Addressing
  (switch between name/ext.) .... ∗A or ∗2
Use Mailing List .... ∗L or ∗5

1

Rewind
ABC
2

Play/Pause
DEF
3

Louder
GHI
4

Back Up
JKL
5

Advance
MNO
6

Softer
PRS
7

Slower
TUV
8

Faster
WXY
9

∗

Listen/Replay
OPER
0

Skip
#