

Everyday Voice Mail Usage

In order to access your voice mail messages:

- 1) Call the Voice Mail access number, 3434.
- 2) This new voice mail system no longer asks for your extension and the pound sign. If you are at your own extension, skip this step. If you are at a different extension than your own, press * and then # to enter your extension.
- 3) You will be prompted for your password and the pound sign (“#”). Enter your password followed by “#”.
- 4) You will then be at the main menu. “2” is used to get messages, followed by “0” to listen to them.
- 5) *3 deletes messages, “#” skips to the next message. *4 will give you a longer list of help associated with playing messages.
- 6) *7 returns to the main menu from any point in the system, with a few exceptions, such as while you're recording. **9 exits the system, or you can just hang up when you are finished with the voice mail system.

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First-time Use

The first time you use voice mail, you will have to set it up to your preferences. To do so, follow these steps:

- 1) Call the voice mail access number, 3434.
- 2) This new voice mail system no longer asks for your extension and the pound sign. If you are at your own extension, skip this step. If you are at a different extension than your own, press * and then # to enter your extension.
- 3) You will then be prompted for a password and the pound sign (“#”). If you did not receive a password from the person who used this extension before, and you've had the password reset, the default password is “9”. If no one had this extension before you, then it will already be defaulted. Entering an incorrect password three times will cause the account to be locked out, and you will have to call the helpdesk at x2964 in order to put in a ticket to get it unlocked and/or changed to the default.
- 4) You will be prompted for a new password of at least 6 digits in length. Be sure to have one in mind prior to logging in for the first time. It will ask for this twice.
- 5) If you are prompted to record your name, do so and follow the prompts. If it brings you to the main menu instead, press “5”, then “5” again to re-record the spoken name for your mailbox. Please note that this is simply the recorded name, not a personal greeting.
- 6) Option 3 from the main menu may be used to set up a personal greeting instead of the system greeting for callers to hear when they reach your mailbox.

Voice Mail Quick Reference