VOICE MAIL SYSTEM
SET UP VOICE MAIL
FULL TIME FACULTY

HOW TO GET STARTED:
Press the number two (2) on your telephone to access the voice mail system. The tutorial can assist you in setting up your voice mailbox. If you would like this assistance and the tutorial is not set, contact your department secretary. If the tutorial is set it will help you change the following:

- Change Greeting
- Change Name
- Change Passcode
- Exit

If the tutorial is not set and the passcode has been cleared, you can set up your voice mailbox by doing the following:

- **Press 2** to enter your voice mail
- **Press U** User Options
- **Press G** to Change Greeting
- **Press N** to Change Name
- **Press P** to Change Passcode
- **Press X** to Exit

The previous user’s information will be on the phone. You will be recording over this information.

You’re now set up. When you receive a call the phone system will announce your greeting to your callers. When you call someone on campus the phone will let announce your name.

After set up the following are the commands to manage your voice mail:

- **P Play message**
  This will play the first message.

- **A Answer message**
  While you’re listening to a message and the caller is on campus and would like a response, you can press the “A” key and send a reply.
**G Give message to another user**
While listening to a message you can send that message to another on campus telephone by pressing the “G” key and keying in the extension where it is to be sent.

**K Keep message**
By pressing the “K” key you can save the message. Please discard messages that you don’t absolutely need. The system cannot handle large volumes of stored messages.

**D Discard Message**
Pressing the “D” key will discard your message.

**X Exit**
This command will exit you from the voice mail system.

**OPTIONS AND USES:**

* **Playing Options:**
  - * Move Message Backwards 5 seconds (you can hit the key repeatedly)
  - # Move Message Forwards 5 seconds (you can hit the key repeatedly)
  - T Move to top of next message. Your message will be saved

* **Make message:**
  - M Make message option
  - Enter mailbox
  - # End entering mailbox number(s)
  - Record message
  - X Exit system

* **Addressing Options:**
  - M Message Addressing Options
  - C Mark confidential
  - R Request Receipt
  - U Mark Urgent
  - F Future Delivery
  - X -Exit messaging options
VOICE MAIL SYSTEM
HOW TO MAKE CHANGES

YOU CAN CHANGE YOUR NAME, YOUR PASSCODE AND/OR GREETING WITH JUST A FEW SIMPLE STEPS. THESE CHANGES CAN BE MADE AT THE TELEPHONE OR FROM ANOTHER LOCATION. BELOW IS INSTRUCTIONS ON HOW TO MAKE THESE CHANGES.

THE USER OPTIONS FEATURE IS WHERE YOU WOULD MAKE THESE THREE CHANGES. IN ORDER TO ACCESS THE USER OPTION, PLEASE FOLLOW THE DIRECTIONS BELOW:

from your campus telephone
1. YOU NEED TO ACCESS YOUR VOICE MAIL SYSTEM BY DIALING THE NUMBER TWO (2) ON YOUR TELEPHONE.
2. ENTER YOUR PASSCODE (IF YOU HAVE ONE).
3. PRESS THE EIGHT (8) KEY TO ACCESS USER OPTIONS

from a non-campus telephone
1. DIAL YOUR NUMBER, IF YOU HAVE A DIRECT INWARD DIAL (DID) NUMBER THAT WOULD BE A DIRECT CALL IN.
2. IF YOU HAVE AN EXTENSION OR VIRTUAL LINE, DIAL THE MAIN COLLEGE NUMBER (818 364 7600) AND ENTER YOUR EXTENSION WHEN THE AUTO ATTENDANT ANSWERS.
3. PRESS THE * (STAR) KEY WHEN YOUR PERSONAL VOICE MAIL ANSWERS.
4. ENTER YOUR PASSCODE (IF YOU HAVE ONE).
5. PRESS THE EIGHT (8) KEY TO ACCESS USER OPTIONS.

change your greeting
1. PRESS THE FOUR (4) OR G KEY TO CHANGE YOUR GREETING.
2. THE SYSTEM WILL TELL YOU THAT YOUR CONDITIONAL AND PRIMARY PERSONAL GREETINGS ARE ENABLED. THAT MEANS THAT YOU HAVE ACTIVE GREETING(S).
3. YOU WILL WANT TO CHANGE YOUR PRIMARY PERSONAL GREETING. CONDITIONAL GREETINGS ARE USED TO RESPOND TO CERTAIN SENERIOS, E.G. THE LINE IS BUSY.
4. TO CHANGE YOUR PRIMARY PERSONAL GREETING
   a. PRESS “P”
   b. PRESS “L” TO LISTEN TO THE CURRENT GREETING.
   c. PRESS “R” TO RECORD A NEW GREETING
   d. PRESS “X” TO EXIT TO THE PREVIOUS MENU AND STOP THE RECORDING
change your passcode
1. PRESS THE SEVEN (7) OR P KEY TO CHANGE YOUR PASSCODE
2. ENTER YOUR NEW PASSCODE — FOUR TO TEN DIGITS
3. PRESS “X” TO EXIT TO THE PREVIOUS MENU.

change your name
1. PRESS THE SIX (6) OR N KEY TO CHANGE YOUR NAME
2. RECORD YOUR NAME — KEEP IT SHORT AND ONLY SAY YOUR NAME.
3. PRESS “X” TO EXIT TO THE PREVIOUS MENU