STAFF/FACULTY CALL PILOT VOICE MAIL FEATURES

YOUR FIRST TIME INTO YOUR MAILBOX, PLEASE COMPLETE THE FOLLOWING STEPS FOR SETUP.

1. Lift handset, press **MESSAGE** key (or dial access code **3700**), enter your temporary password, press #.

   NOTE: Your temporary password is 1 plus your mailbox #.

2. **You must change your temporary password**. Enter your (old) temporary password, press #. Enter your new password, press #, enter your new password again, press #. Your password is now changed.

3. **Record your name**. From the main menu, press 4, 3, 3 for personal verification. Record your name (first & last) at the tone. Press # to stop recording. Listen to the playback of your name, press # to accept, or 1 to re-record.

4. **Record your greeting**. From the main menu, press 4, 3, 1 for your external greeting. Press 2 to record. At the tone, record your greeting, press # to stop recording, press # to accept the greeting, press * to erase and re-record the greeting.

MAILBOX COMMANDS

LOG IN: Lift handset, press **Message** key (or dial access code **3700)**, enter your password, press #.

MAIN MENU:

1 - 1	**Listen to new messages**
1 - 2	**Listen to saved messages**
2	**Compose:** to record a message to send to another mailbox subscriber, press 2. Record your message at the tone, press # to stop recording, enter a list of addresses to send the message to using # to separate the mailboxes, press # when finished.
4 - 2 - 1	**Change password:** enter old password, press #, enter your new password, press #, enter new password again, press #. Your password is changed.
4 - 3 - 1	**Re-Record greeting:** Press 3 to play the existing recorded greeting. Press 2 to re-record the greeting, press # to stop recording, press # to accept the greeting, press * to erase and re-record the greeting.
4 - 3 - 3	**Re-Record name:** you will hear your name as recorded, press 1 to change, record name at tone, press # to stop recording, press # to accept.

Numerical Code Shortcuts

- *Skips to next message*

1 - *skips back to last message (press during message)*

2 - *pause message (press during message)*

3 - *skips forward to next message (press during message)*

4 - *replay the message (press after message)*

5 - *play message envelope (press after message)*

6 - *forward a copy of message to another mailbox user (press after message)*

7 *delete message*

OTHER FEATURES

EXPRESS MESSAGING   To send a message without calling an extension, dial express messaging access code **7700**, enter mailbox number, press #, at the tone, record your message, press # to stop recording, press 7 - 9 to send message or hang up.

VOICE MAIL TRANSFER   Press **Trans or Conference**, dial **7700**, enter mailbox number, press #, press **Trans, Conference** or **Connect**.

FORWARD TO VM   Press **Forward**, dial **3700**, and press **Forward** or **Done**. OR press **#1**, dial **3700**, hang up.

ACCESS VM FROM ANOTHER PHONE	Lift handset, press **Message** key (or dial access code **3700)**, press *, enter your mailbox number, enter your password, press #.
EXTERNAL ACCESS	Dial 589-3700, when prompted enter your mailbox number, press #, enter password, press #.

SAMPLE VOICE MAIL GREETINGS

SAMPLE 1	Thank you for calling the University of Dubuque. This is (first and last name), and today is (day, month, date). I am in the office today, but I'm either away from my desk or on another call. Please leave your name, number and a brief message and I will return your call as soon as possible. If you need immediate assistance, please press 0 now. Thank you for calling.
SAMPLE 2	Hi, this is (first and last name), and today is (day, month, date). I will be out of the office today, but will be checking my messages. Please leave your name and number and I will return your call as soon as possible. If you need immediate assistance, please press 0 now. Thank you for calling.