

# STUDENT CALL PILOT VOICE MAIL FEATURES

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

1. Lift handset, dial access code **3700**, enter your temporary password, press #.  
**NOTE:** Your temporary password is 1 plus your mailbox #.  
*Your mailbox # will be the same as your phone extension unless you and your roommate want separate voicemail boxes. If this is the case, then the first student alphabetically will have a mailbox number of 1 + the last 3 digits of the room's phone extension and the second student alphabetically will have a mailbox number of 2 + the last 3 digits of the room's phone extension. If three students share a room, the third student will have a mailbox number starting with 4 + the last 3 digits of the room's phone extension.*
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.

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## SAMPLE VOICE MAIL GREETING

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Thank you for calling. This is (first and last name). Please leave your name, number and a message and I will return your call as soon possible.

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## MAILBOX COMMANDS

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**LOG IN:** Lift handset, 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

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### **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.

### **ACCESS VM FROM ANOTHER PHONE**

Lift handset, 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 #

## **Call Pilot Student Mailbox Menu**

*This is the greeting that needs to be recorded for each room in order for callers to make a selection on which student to leave a message for. Only 1 person per room needs to make this recording.*

1. Dial 7777
2. When prompted for Application ID, enter your 4-digit extension (the last 4 digits of your Resident Hall phone)
3. The password is 7727826 (SPARTAN)
4. Press 5 to begin recording. Currently there is a generic greeting stating that the voice mail box has not yet been initialized. You need to record the greeting and insert the names for each student in a room. (Example: press 1 for Susan, press 2 for Jill, etc.) (Students need to be listed alphabetically by last name, first name.)
5. Press # to end recording. You can then press 2 to listen to the greeting, or hang up.