

Voice Messaging Instructions

Contents

Welcome to Voice Messaging	2
Using Voice Mail for the First Time	2
Recording External and Temporary Greetings	3
Personal Verification	4
Password Change	4
Playing Messages	4
Forwarding Messages	5
Express Messaging	6
Reply to Message-Go to Box	6
Calling the Sender-Go to Extension	6
Operator Assistance Number (0 out number)	7
Composing Messages	7
Distribution Lists	8
Tagging Messages	9

Welcome to Voice Messaging

Voice Mail is an advanced communications tool that allows you to exchange information with people when direct communication is not necessary or possible. As a subscriber, you can access Voice Mail to send, receive, and respond to messages. Your communications productivity will increase while telephone costs decrease.

Callers to your telephone may:

- Leave a message for you if you don't answer the phone or if it's busy. If you have one or more persons sharing a line, callers may leave a message for a specific person.
- Transfer to a live attendant at any time during your telephone greeting.
- Skip the personal greeting and leave a message by pressing #.

The Voice Mail System can automatically:

- Notify you of a call by providing a "stutter" dial tone or lighting the "Message Waiting" lamp on your telephone.
- Answer all calls to your telephone number when you forward your telephone to the Voice Mail access number **8-3300**.

When you sign on to your own Voice Mail box, you can:

- Listen to both old and new messages.
- Respond to messages sent through the system by another subscriber.
- Transfer messages to another person or group of persons.
- Find out the campus extension the call came from.
- Hear the date and time the message was sent automatically.
- Listen to HELP messages at any time.

Your Voice Messaging numbers

- Keep a record of important Voice Messaging user numbers.
- System Access **8-3300** (on-campus) and **348-3300** (off-campus)
- Express Messaging **8-3311** (on-campus) and **348-3311** (off-campus)
- Mailbox number is your **seven digit telephone number**.

Using Voice Mail for the first time

There are two ways to access the Main Menu sign on:

From your extension, call the Voice Mail access number **8-3300**. When the system answers, you will hear: *"Call Pilot from Nortel Networks, Mailbox."*

- **Enter #**
- You will hear: *"Password"*
- **Enter your password followed by #; the temporary password is 12 and your 7 digit phone number and #.**

You will hear: *“The temporary password assigned by your administrator must be changed to access your mailbox, press 8 4.”*

- Press **8 4** and follow the commands.

From a standard touch-tone telephone, call the voice mail access number **348-3300** (from off-campus) or **8-3300** (from on-campus). When the system answers, you will hear: *“Call Pilot from Nortel Networks, Mailbox.”*

- **Enter your mailbox number** (your 7 digit telephone number) **followed by the # key**.
- You will hear: *“Password #”*
- **Enter your password followed by #**, the system will tell you how many new messages are in your box. The envelope information will begin. Press **2** to play messages.

Overriding Prompts

When you are prompted by the Voice Mail system, if you know the keystrokes you need to enter for the selection you want to make, you can enter them without waiting for the prompt recordings to finish playing.

Personalize Your Mailbox

Once you have signed on to your mailbox, you need to create a name recording for the voice mail system and a telephone greeting that callers will hear when reaching your mailbox.

Recording External and Temporary Greetings

All callers will hear your external greeting. Standard system greeting will play if external greeting is not recorded. Callers will hear your temporary absence greeting if you record one.

To record your greeting

1. While logged in to Voice Messaging, press **8 2**.
“For your external greeting, press 1. For your temporary greeting press 3.”
2. Press **1** for **external** greeting, and **3** for **temporary** greeting.
3. Press **5** to record. Wait for the tone before you start to speak.
“Recording begins”
4. Press **#** to end the recording.
“Recording stops”
5. *When you have finished recording, you can **play** the greeting (press **2**), to rerecord or **delete** it (press **7 6**), then (press **5**) and rerecord , set the **expiry date** for a temporary greeting (press **9**), or **exit** (press **4**).*

Personal Verification

Personal verification records your name and other details such as your title or extension number. Your personal verification is heard in the envelope when you leave a message and in the greeting if you do not record an external greeting. If you do not record in personal verification, your 10-digit extension will be heard.

To record a personal verification

1. While logged in to Voice Messaging, press **829**.
“The personal verification is (name).” Or, “There is no name for personal verification of mailbox (number).”
1. Press **5** to record. Wait for the tone, then record your name and, if you wish, your title or extension number.
1. Recording begins
1. Press **#** to end the recording.
“The personal verification is (name).”

When you have finished recording, you can play your name and rerecord it if you wish.

- To play your name, press **2**.
The recorded name plays.
- To **rerecord**, press **5** to record while at the beginning of your name. Record your name and press **#** to end the recording.
The new recorded name will replace the old one.

Password Change

To change your password

1. While logged into Voice Messaging, Press **8 4**.
“Password Change. Please enter your old password, followed by number sign.”
(Your new password must be from 4 to 16 numbers, the characters **#** and ***** cannot be used).
1. Enter the **old password**; press **#**.
“Please enter your old password, followed by number sign.”
1. Enter the **new password**, then press **#**.
“To confirm the change, please enter your new password, followed by the number sign.”
1. Enter the **new password** again, then press **#**.
“Your password has been changed.”

Playing Messages

Your phone may have a message-waiting light to indicate new messages, or you may hear a special dial tone when you pick up the handset. When you play your messages, **new messages play first, followed by previously played messages when prompted with “6.”**

To play your messages

1. After logging in, listen to the mailbox summary.
You hear the number of new messages you have.
1. Listen to the first message envelope, or go to Step 3.
You hear the sender's name or number, with the date and time of the message.
1. Press **2** to **play** the message. While the message or its envelope is playing, you can perform these functions:
 - To skip back, press **1**.
Message playback moves back 5 seconds.
 - To skip forward, press **3**.
Message playback moves ahead 5 seconds.
 - To play the message faster, press **2 3**; to play the message slower press **2 1**.
If you delay pressing the 1 or 2 longer than 1 _ seconds, you skip back or forward instead of changing speed.

You can increase the message speed to the minimum, then decrease it to normal speed.
You cannot play a message slower than normal speed.

- To pause, press **#**;
- To continue, press **2**.
Message playback stops
Message playback resumes.
- To **save** and go to the **next message**, press **6**.
The next message plays.
- To go to the previous message, press **4**.
The previous message plays.
- To play the message envelope, press **7 2**.
The message envelope plays.
- To go to a specific message, press **8 6**, (message number), and **#**.
The specific message plays.
- To **delete** a message, press **7 6**.
You can restore a deleted message (within the current session only) by pressing **7 6** again.

Once you disconnect from voice mail, any messages marked deleted by 7 6 will be purged from the system. You may keep messages 30 days from the date they come in.

Forwarding Messages

To forward a message

1. After hearing the message, press **7 3** to forward.
"Forwarding message (number). Enter a list of mailboxes."

1. Enter the mailbox number, or distribution list to which you want to forward the message, then press #. Repeat this step for any other mailbox numbers, or distribution lists. **End by pressing #.**
You hear the name or mailbox number, or both, or the distribution list number.
1. To record an introduction, press **5**, wait for the tone, then speak. End the recording by pressing #.
"Recording begins."
"Recording stops."
1. To send the message, press **7 9**.
"Message sent."

NOTE: Introduction is not required, you may press 7 9 to bypass and send.

Express Messaging

Express messaging is a fast method of leaving a message in another Voice Messaging mailbox without logging in to your own mailbox to compose and send the message.

To send an express message

1. Dial the express messaging access number.

8-3311 (on-campus) or **348-3311** (off-campus)
"Express messaging. To mailbox?"
348_ _ _ _ #
"(Name or Mailbox number.) Please leave a message after the tone."
1. Enter the **mailbox number** of the person for whom you are leaving the message, then press #.
1. Wait for the tone, then record.
1. Hang up.

Reply to Message- GO TO BOX

You can record a reply to a message sender, and send your reply to all other recipients of the message, if they are known to Voice Messaging.

To reply to the sender

After listening to the message, press **7 1** to reply to the sender.

- "Reply to (sender's mailbox number or name)." Voice Messaging automatically addresses your reply to the sender.*
1. When you are ready, press **5** to record your reply. Wait for the tone, then begin recording.
Recording begins.
 1. When you have finished recording, press #.
"Recording stopped."

1. To send the message, press **7 9**.
"Message sent."

To reply to all recipients

1. If you want to play the list of recipients to whom your reply will be sent, press **7 2**.
You hear the contents of the message envelope containing the list of recipients.
1. Press **7 4** to reply to all recipients.
"Reply all. To (sender's mailbox number or name)." Voice Messaging automatically addresses your reply to all recipients.

Calling the Sender- GO TO EXTENSION

After listening to a message, you can automatically place a call to the sender of the message, if the sender is known to Voice Messaging.

1. After listening to the message, press **9** to call the sender.
"Calling (sender's extension number or name)."
1. Speak to the sender or leave a message.
1. When you have finished your call, hang up.
You are no longer in Voice Mail.

Operator Assistance Number (0 out number)

Assigning a custom operator

You can set up your mailbox to connect callers to another number. This allows you to offer your callers the option of leaving a message or speaking to one of your assistants or colleagues by pressing zero (**0**).

To assign a custom operator

In your greeting, you can tell callers to press zero after the tone if they wish to speak to someone in your absence. The zero out option can be changed by yourself whenever necessary.

1. While logged in to Voice Messaging, press **8 0** for mailbox options.
"Mailbox options."
1. Press **1** to change the number.
A prompt tells you the current custom operator number.
1. Enter the new custom operator number, then press **#**. Enter only the last **5-digits** of the on campus number.
"The operator assistance number has been changed to (number)."

Composing Messages

You can compose a message to a mailbox number or a distribution list, then edit the message if necessary, and send it when you are ready.

To address and send a message

1. While logged in to Voice Messaging, press **7 5** to compose a message.
"Compose. Enter a list of mailboxes."
1. Enter the first address (mailbox number, or distribution list number, then press **#**.
"(Name or mailbox/list/phone number)."
Continue to enter numbers followed by **#** until you have finished, then press **#** again.
"To begin recording, press 5. To end recording, press number sign."
1. Press **5** to record. Wait for the tone, then record your message. End the recording by pressing **#**.
Recording begins.
Recording stops."
1. To **send** the message, press **7 9**.
"Message sent."

To cancel an address entry

To cancel the last mailbox number or distribution list number you entered, press **0 #**. Repeat this step for each number you want to cancel, erasing entries one at a time. After you have pressed the final **#**, you cannot cancel any numbers.

"Address (mailbox number) canceled."

Distribution Lists

A distribution list saves you time when you are sending a message to a group of addresses. In Personal Distribution Lists, you can add, delete, and search for numbers.

To create a personal distribution list

You can create up to nine personal distribution lists, each containing up to 99 entries.

1. While logged in to Voice Messaging, press **85 5**.
"Distribution list."
1. Enter a number from 1 to 9 to identify this list, then press **#**.
"Distribution list (number)."
1. Press **5** to create the list.
"Compose distribution list."
1. Enter the mailbox number, then press **#**.
"(Mailbox)."
1. When the list is complete, press **#**.
"End of list."

To play, edit, or delete a personal distribution list

1. Press **85 5**.
"Distribution list."
1. Enter the distribution list number, then press **#**.
"Distribution list (number)."

- Press **2** to play the list.
 “Distribution list (number).”
- Press **5** to add numbers. Enter each number, then press **#**. When the list is complete, press **#**.
 “Add to distribution list.”
- Press **6** to find a number in the list. Enter the number, then press **#**. If the number is in the list, you can delete it by pressing **7 6**. If the number is not in the list, you can add it by pressing **5**.
 “Find address?”
 “Mailbox. Found?”
 “Deleted”
 “(Number) is not in the list.”
 “Added.”
- To **delete** an entire list, press **7 6**. You can restore it by pressing **7 6** again immediately after deleting.
- To exit, press **4**.

Tagging Messages

After calling and leaving a message, or composing a message, you can tag it to indicate that you want it handled in a special way. There are four message-tagging options. After the message is recorded, (press **#** and then **7 0**) the system will then prompt you, press **1 Urgent**, press **4 Private**, and press **5 Acknowledge**.

Message tagging options

Urgent

Urgent messages are announced when the recipient logs in.
Press **1**

Private

If a message is tagged private, the recipient of the message cannot forward it.
Press **4**

Acknowledge

If you tags message for acknowledgement, you receive a confirmation message when the recipient plays your message.
Press **5**

Message Tagging Shortcut

To tag a message without waiting for the prompt, enter full number of the tag.
Example: to tag a message urgent or private

1. Press **7 0 1**.
2. Press **7 0 4**.