

TELEPHONE INSTRUCTIONS

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VOICEMAIL SYSTEM

Introduction – You are using a digital voicemail messaging system. Your messages are stored in a personal voice mailbox. If your telephone forwards to voicemail, your caller will be greeted by the voicemail system. You can call the system to listen to your messages from any touch-tone telephone, you can also create voice messages for other voicemail subscribers. The voicemail system provides prompts to help you leave, listen to, and delete messages.

Each voice mailbox has its own personal greeting. In cases where more than one person shares a telephone, the system will prompt callers to identify the person for whom they wish to leave a message. The caller will hear the name of each person, recorded in his or her own voice. Each user has their own password; your messages remain confidential. If you need help when accessing your mailbox, pause: the automated attendant will prompt you for the next required action.

System Information

- The system access and forwarding number is x43660. To access voicemail from off-campus, the number is (585) 274-3660.
- The basic administrative voicemail box has a 10-message capacity.
- Messages that have been **played and saved will be deleted by the system after 15 days.**
- Messages that have **not been played will be deleted by the system after 30 days.**
- Voicemail uses letters in its prompts which correspond to the letters on your telephone keypad. (i.e: P is number 7).
- You can press 1 to skip someone's greeting and begin recording your message.
- Voicemail does not record the caller's extension number when it records a message. When you leave someone a voicemail message, make sure to record your contact information in the body of your message.
- For more information, contact University IT at x52000 or visit our web site at www.rochester.edu/it/.

VOICE MAILBOX SETUP

Note: You must complete the following steps before you will be able to use your voice mailbox. If you hang up before completing these steps, it will be reset to the beginning.

- Dial x43660.
- Enter your mailbox number (if a shared mailbox, each person can select a mailbox number using the description above).
- Enter default passcode 37842556; listen to instructions.
- Enter **U** (User Options) and **P** (Passcode).
- Change **Passcode** using 6 to 10 digits.
- Enter **U** again and then **N** to record your **Name**.
- Record your name.
- Press **R** (7) to end recording and **Review**.
- Press **D** (3) to **Discard** and record again.
- Press **X** (9) to save and continue.
- Enter **U** again; enter **G** to record your **Greeting**.
- Record your personal greeting.
- Press **R** (7) to end recording and **Review**.
- Press **D** (3) to **Discard** and record again.
- Press **X** (9) to save and continue.

Accessing Your Voice Mailbox from Your Telephone

- Dial 43660. If you share an extension, select your mailbox by pressing 1, 2 or 3.
- Enter your passcode.

Accessing Your Voice Mailbox from an Extension with Voicemail

- Dial 43660.
- Press * to reach "Welcome to the Message Center" and enter your mailbox number. You will hear your greeting play.
- Press * ; the system will ask for your passcode.

Accessing Your Voice Mailbox from an External Telephone

- Dial (585) 274-3660.
- Enter your voice mailbox number. You will hear your greeting play.
- Press * , the system will ask for your passcode.

Forwarding Calls to Voicemail

- Press **SPEAKER**; receive dial tone.
- Press **FWD** code (*41 for external calls, *40 for internal calls); receive interrupted dial tone.
- Dial 43660; receive steady dial tone.
- Hang up; call forward is set.

To Cancel:

- Press **SPEAKER**; receive dial tone.
- Press **FWD** code (#41 for external calls, #40 for internal calls); receive steady dial tone.
- Hang up; call forward is cancelled.

Transfer Calls to Another Voice Mailbox ~ If you need to transfer a caller into someone's voicemail box:

- Press **TRANSFER**.
- Enter 43660.
- Enter voice mailbox number you wish to transfer the call to.
- Hang up.

VOICEMAIL COMMANDS ~ After entering your voice mailbox number, press * and enter your passcode. You will then have three options:

- Option 1 - Play Message
- Option 2 - Make Messages
- Option 3 - User Options

Play Messages

- P** = **Play** or replay the message.
Press * rewinds 5 seconds.
Press # to fast forward 5 seconds.
Press **T** to **Travel** (skip) to next message.
Press **T *** to **Travel** (skip) to previous message.
- K** = **Keep** or save message.
- D** = **Discard** or delete message.
D* before playing the next message to retrieve the last discarded message. (Oops Button)
- A** = **Answer/reply** to a message from another voice mailbox.
Create your message.
- G** = **Give/forward** a message to another voice mailbox.
Enter the voice mailbox number where the message is to be forwarded.
Press #; record comments.
Press **X** to send message.

Make/Record a New Message

- M** = **Make** or record a new message.
Enter voice mailbox number or distribution list number.
Several mailboxes can be listed.
Press * to delete last entry.
Press # to start recording message.
Press # to stop recording.

After recording the message you can access the following choices:

R	Review recorded message
A	Append or add to end of message
D	Discard or delete recorded message
M	Message addressing
C	Confidential
R	Request Receipt
U	Urgent
X	eXit option
X	To send the message

User Options

- Press **U** from the main menu.
- Press **G** to change your **Greeting**.
- Press **N** to change **Name** announcement.
- Press **P** to change your **Passcode**.
- Press **L** to create or modify distribution **Lists**.
Enter the list number (1 or 2 digits).

Choose one of the following options:

N	Name list
A	Add members to list
D	Delete members
P	Play members of list

Exiting Your Voice Mailbox (This is an important step for your voicemail to function efficiently)

- Press **X**.
- Hang up.

Pound Dial Around ~ Allows a caller to dial a 5-digit extension from voice mailbox without hanging up.

- Press #.
- Dial 5-digit extension.

BILLING INFORMATION

University IT/Networking & Communications provides a monthly statement itemizing all long distance calls, equipment, and communications services. Calls placed using authorization codes are listed separately. Any questions about the charges included can be addressed by calling the IT Center at x52000.

Note: Fraudulent use of the University's telephone system is a misdemeanor under New York State Law and is punishable by up to one year imprisonment and/or \$1,000 fine. Replacement costs of damaged or stolen telephone equipment will be charged to the responsible party.

BLUE LIGHT EMERGENCY TELEPHONES & SECURITY

Special Blue Light Emergency Telephones are located throughout the University. Information on telephone location and security policies, programs, procedures, hate crimes and crime statistics is published in [Think Safe](#) and is available by calling Security at x53340 or through their website: www.security.rochester.edu.