

Set Up

You must complete the following steps before you will be able to use your voicemail box. **If you hang up before completing these steps, all changes will be lost.**

- Dial 43660 (University-wide voicemail access number)
- Enter the **default passcode: 37842556**
- Listen to the instructions

Step 1: Change your passcode

- You must enter six to ten digits for your new passcode

Step 2: Record your personal greeting

- Press R (7) to end recording and **R**review
- Press D (3) to **D**iscard and record again
- Press X (9) to save and continue

Step 3: Record your name

- Press R (7) to end recording and **R**review
- Press D (3) to **D**iscard and record again
- Press X (9) to save and continue

Note: Wait for the system to notify you that all steps have been completed before you hang up!

Instructions Specific to Student Voicemail Service

For student mailboxes in double and triple rooms:

Each student can choose a mailbox number. The mailboxes will be 21xxxxx, 22xxxxx if it is a double room and 23xxxxx if it is a triple room. XXXXX is the phone extension in the room. Example: the room extension is 34567; the student mailbox numbers are 2134567, 2234567, or 2334567.

From your room:

- Dial 43660
- Press 1 for mailbox 21xxxxx, 2 for mailbox 22xxxxx or 3 for mailbox 23xxxxx
- Enter the **default passcode: 37842556**
- Follow Steps 1-3 in the **Set Up** section of this guide

After the mailbox is setup when a caller reaches the voicemail for the room they will hear the following:

“To leave a message for Joe Smith press 1
John Hutchinson press 2
Alex Brown press 3”

When the caller makes the selection they will hear the student's personal greeting.

Specifications

Voicemail Access Number:

- Voicemail access and forwarding number is **43660**. From outside of the University, the access number is **585 274-3660**.

Personal Greeting

- Each mailbox has a personal greeting for both internal and external callers.

Greeting Override

- Press **1** to skip someone's greeting and begin recording your message.

System Commands

- The letters used in voicemail correspond to the letters on your telephone's keypad. Example: P corresponds to the number 7.

Accessing Voicemail

From your own phone:

- Dial 43660 and enter your passcode

From an internal phone other than your own with voicemail:

- Dial 43660
- Press * to reach the “Welcome to the Message Center” greeting
- Enter your voicemail box (five or seven-digit extension number)
- Press *
- Enter your passcode

From an internal phone other than your own without voicemail:

- Dial 43660
- Enter your voicemail box (five or seven-digit extension number)
- Students access their voicemail box by dialing 21xxxxx, 22xxxxx or 23xxxxx depending on which box number they have selected
- Press *
- Enter your passcode

From an external phone:

- Dial 274-3660
- Enter your voicemail box (five or seven-digit extension number)
- Press *
- Enter your passcode

One Touch Buttons Used to Forward to Voicemail and Cancel Forwarding to Voicemail

Call Forwarding to Voicemail for Internal Calls:

From your phone

- Wait for dial tone of the extension you wish to forward
- Press the VM-I SET button

Call Forwarding to Voicemail for External Calls:

From your phone

- Wait for dial tone of the extension you wish to forward
- Press the VM-E SET button

Cancel Call Forwarding to Voicemail for Internal Calls:

From your phone

- Wait for dial tone of the extension you wish to cancel call forwarding on
- Press the VM-I CNL button

Cancel Call Forwarding to Voicemail for External Calls:

From your phone

- Wait for dial tone of the extension you wish to cancel call forwarding on
- Press the VM-E CNL button

Voicemail Commands

After entering your voicemail box (five-digit extension number), press * and your passcode. There will be three options:

Play Messages:

From the main menu press **P** (7) to listen to your messages. While playing your messages you are able to access the following choices:

P (7) = **P**lay or replay message

- Press * to rewind five seconds
- Press # to fast forward five seconds
- Press T (8) to **T**ravel or skip to the next message
- Press T (8) and * to **T**ravel or skip to the previous message

K (5) = **K**eep or save message

D (3) = **D**iscard or delete message

- Press * before playing the next message to retrieve the last discarded message

A (2) = **A**nswer or reply to a message from another voicemail box

- Record your message
- Press # to stop recording
- Refer to “After recording the message” for the next set of options

Make Messages

Allows you to record a message for other voicemail boxes from your voicemail box.

From the main menu press **M** (6) to **M**ake or record a new message

- Enter the voicemail box (five-digit extension number) or distribution list number you would like the message delivered to
- Press * to delete last entry
- Press # to start recording message
- Press # to stop recording

After recording the message you are able to access the following choices:

R (7) = **R**eview recorded message

A (2) = **A**ppend or add to the end of the message

D (3) = **D**iscard or delete recorded message

M (6) = **M**essage addressing

- Choose one of the following options:
 - C (2) = Mark **C**onfidential
 - R (7) = Request **R**eceipt
 - U (8) = Mark **U**rgent
 - X (9) = **E**Xit option
 - X (9) = Send message

User Options

From the main menu press **U** (8) to access the following choices:

G (4) = Change your **G**reeting

N (6) = Change your **N**ame announcement

P (7) = Change your **P**asscode

L (5) = Change or modify your distribution **L**ists

- Enter the list number (2 to 11)
- Choose one of the following options:
 - N (6) = **N**ame list
 - A (2) = **A**dd members to list
 - D (3) = **D**elete members
 - P (7) = **P**lay members of list

Exiting your voicemail box

Allows you to get out of your voicemail box

- Press X (9)
- Hang up the handset

Important Information

Voicemail messages (un-played, played or saved) will be deleted by the system after 60 days.

Quick Reference For

Student Voicemail

For Information or Help:

University IT
x52000

Email:
UnivITHelp@rochester.edu

Online:
www.rochester.edu/it

For a complete voicemail user's guide, please contact University IT at x52000.