

STUDENT VOICEMAIL
USER’S GUIDE

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The complete Telephone and Voicemail User’s Guide can be found online at:
http://www.utd.rochester.edu/documentation/nec_user_guide.pdf

VOICEMAIL SYSTEM

Introduction ~ You are using a digital voicemail messaging system. Your messages are stored in a personal voice mailbox. If your telephone is busy or forwarded 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, as well as to send voice messages to other voicemail subscribers. The voicemail system provides prompts to help you leave, retrieve, and delete your 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, stop and pause: the automated attendant will prompt you for the next required action.

System Information

- **The voicemail system access and forwarding number is x43660.**
- **To access voicemail from off-campus, the number is (585) 274-3660.**
- Each residential voice mailbox has a 4-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 (e.g., 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 ITS/Telecommunications at x44357 or visit our web site at www.rochester.edu/its/.

Voicemail for Undergraduate Housing

Each student has a 7-digit mailbox number. For a single room, the mailbox number is 21 + the extension number. In a double room the second mailbox is 22xxxxx and in a triple room the third mailbox is 23xxxxx. The xxxxx is the phone extension in the room (i.e., the room extension is 34567 and it is a triple room; the student mailbox numbers would be 2134567, 2234567 and 2334567).

When a student calls voicemail from the room phone they will be prompted to press 1 for mailbox 21xxxxx, 2 for mailbox 22xxxxx, or 3 for mailbox 23xxxxx. After pressing 1, 2 or 3 they will then be prompted to enter the passcode. **The setup (DEFAULT) passcode is 37842556.** Each student will go through the tutorial and personalize his or her mailbox, including a step to record his or her name.

After the mailbox is set up, when a caller reaches the voicemail for the room they will hear the following:
"To leave a message for Joe Smith press 1; John Hutchison press 2 and for Alex Brown press 3."

When the caller makes the selection they will hear the student's personal greeting. You may access your mailbox from any phone by calling the voicemail access number (43660), entering * and the 7-digit mailbox number; enter your passcode when you are prompted.

Voice Mailbox Set Up

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, no changes will be made.

- 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 the 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 External Calls to Voicemail

- Get dial tone
- Press VM-E-Set
- Listen for interrupted dial tone
- Enter 43660
- Listen for steady tone
- Hang up

To cancel EXTERNAL forwarding:

- Get dial tone
- Press VM-E-Cnl
- Listen for interrupted dial tone
- Enter 43660
- Listen for steady tone
- Hang up

Forwarding Internal Calls to Voicemail

- Get dial tone
- Press VM-I-Set
- Listen for interrupted dial tone
- Enter 43660
- Listen for steady tone
- Hang up

To cancel INTERNAL forwarding:

- Get dial tone
- Press VM-I-Cnl
- Listen for interrupted dial tone
- Enter 43660
- Listen for steady tone
- Hang up

Transfer Calls to Another Voice Mailbox ~ The following instructions are used if you need to transfer the caller into someone's voice mailbox.

- 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.
- A** = Answer/reply to a message from another voice mailbox.
Create your message; hang up.
- 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 **G**reeting.
- Press **N** to change **N**ame announcement.
- Press **P** to change your **P**asscode.
- Press **L** to create or modify distribution **L**ists.
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.

FEATURE ACCESS CODES

#3	Last Number Redial
*6	Call Park
**6	Call Park Retrieve – Local
*40	Call Forward – All Internal
#40	Cancel Call Forward – All Internal
##6	Call Park Retrieve – Remote
*41	Call Forward – All External
*9	Call Hold
#41	Cancel Call Forward – All External

BILLING INFORMATION

For students using the long distance service offered through PAETEC Communications:

Personal Billing Number ~ You are able to place a long distance call from any phone on the University's telephone system (except pay telephones) by using your Personal Billing Number (PBN). When you use this number, you are authorizing PAETEC Communications to bill you for your long distance and directory service calls.

Account Information ~ Visit the PAETEC website, campuslink.paetec.com, to review detailed account information, get answers to frequently asked questions and to review rate information for specific calls. To log onto your account, you will need your PBN and your 11-digit Account ID as printed on your account statement or PBN card. If you need additional instruction on how to view your account, contact PAETEC Customer Service at 1-800-962-4772.

Individualized Billing ~ A monthly invoice will be on the PAETEC website within 10 days after the end of each monthly billing cycle (the 25th day of each month). You may request a paper copy of your statement. A charge of \$1.00 will be assessed for each paper invoice requested. To have your bill mailed or to update your mailing address, call PAETEC Customer Service at 1-800-962-4772.

How to Pay Your Bill ~ Check online at campuslink.paetec.com or call PAETEC Customer Service at 1-800-962-4772.

BE SURE TO PROTECT YOUR CODE AND DO NOT GIVE OUT YOUR LONG DISTANCE ACCESS CODE. PAETEC Communications should be **notified immediately by telephone, and in writing**, if misuse or unauthorized use is suspected.

Keep your account in good standing. If you have any questions about payment or invoicing, contact PAETEC Communications.

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. For more information, look online at www.security.rochester.edu.

Emergency calls to Security can be made from a Cingular or Verizon telephone by dialing #413.

HARASSMENT & DISCRIMINATION

Information on sexual harassment policies and procedures for reporting are published in the brochure Prevention of Harassment and Discrimination which is available by calling the Intercessor's Office at x59125.