



Hampshire College

Voice Mail User Guide

Last updated May, 2008

Setting Up Your Mailbox

When you access your mailbox for the first time, a user tutorial automatically activates. This tutorial guides you through your first mailbox session, walks you through recording a greeting and your name, and prompts you to change your temporary passcode.

Accessing Your Mailbox for the First Time

- Dial **6901** to access the voice mail system.
- Dial your default temporary passcode when prompted (**your 4-digit extension**).

Passcode

You will always be prompted for your passcode before accessing your mailbox. The first time you access your mailbox, you will use the temporary passcode noted above. During the tutorial, you will be prompted to change your passcode to a number containing 4 to 10 digits. Define a passcode that you can easily remember, but do not select an obvious code like "1234".

Greetings

After opening your mailbox, you will be asked to record a greeting that callers will hear when they call your mailbox. Please note that callers cannot press a key to skip the greeting, so try to keep it brief but specific. At the end of the greeting, callers can either transfer to the switchboard or leave a message.

Name

You will be prompted to record your name so that the system can:

- Address you when you call into the system (for example, "Hello, *Jane Smith*").
- Inform other users when a message comes from you (for example, "4:45 p.m., from *Jane Smith*").
- State your name to other users when they address messages to your mailbox (for example, "*Jane Smith*").

Once your mailbox is set up, you're ready to start forwarding your phone to voice mail.

Forwarding Your Phone to Voice Mail:

Note: these instructions do not apply to the newer VoIP (Voice over IP) phones that connect using a network connection. Contact the IT Help Desk at x5418 for assistance with VoIP forwarding.

In order for a call to reach the voice mail system, your phone must first be set up to forward calls to the system. Several types of calls and conditions can be identified. External callers are outside callers dialing into Hampshire. Internal callers are from Hampshire extensions dialing only the 4-digit extension.

Various conditions that can be identified are:

No Answer for:

- Internal Callers
- External Callers
- Both Internal and External Callers

Busy signal for:

- Internal Callers
- External Callers
- Both Internal and External Callers

In order to forward your phone to voice mail, you must first identify the event you want to trigger forwarding a call to voice mail.

A typical set-up is forward to voice mail for *no answer* and *busy signal* for both *external* and *internal* callers. Your phone can be forwarded for these conditions as follows:

- Dial *62 700, pause and wait for a dial tone, then hang up.
- Dial *65 700, pause and wait for a dial tone, then hang up.

Note: *62 is the code to forward both internal and external calls when your line is busy; *65 is the code to forward both internal and external when there is no answer; 700 identifies our voice mail system interface.

After completing these steps, you will have successfully forwarded your phone to voice mail for both No Answer and Busy Signal for both External and Internal callers.

If you would rather forward your phone to voice mail for conditions other than the typical set up, the feature access codes in the next section can be used, followed by 700 (the voice mail system interface).

Feature Access Codes:


Feature access codes also allow you to forward your phone to any internal extension. This option is helpful if you want to have your calls forward to a different extension instead of the voice mail system. These can be set up on a temporary or permanent basis.


To forward your phone to another extension, use the access codes below followed by the extension you want your calls to forward to for the described condition.


- *60 Call Forward Busy External
- *62 Call Forward Busy External and Internal
- *61 Call Forward Busy Internal
- *63 Call Forward No Answer External
- *65 Call Forward No Answer External and Internal
- *64 Call Forward No Answer Internal
- # # 6 Cancel All Forwarding

Note: if you cancel all forwarding it will cancel forwarding to voice mail as well. You must use the instructions in the previous section to re-forward your phone to voice mail.

Example: To have only internal calls forward to the IT Helpdesk (x5418) when I am on the phone, and have all other calls go to voicemail, I would enter the following:

 61 5418, pause and wait for a dial tone, then hang up.

 65 700, pause and wait for a dial tone, then hang up.

 60 700, pause and wait for a dial tone, then hang up.



Accessing Your Mailbox

All of your voice messages will reside in your personal "mailbox", which is passcode protected. How you access your mailbox will depend on where you're calling from.



From your own extension

1. Dial the internal access number, **6901**.
2. Enter your passcode.

From an extension other than your own

1. Dial the non-mailbox-specific internal access number, **6900**.
2. Enter  and wait for the system recording to begin.
3. Enter your mailbox number followed by the  key.
4. Enter your passcode.


From outside Hampshire College

1. Dial the external voice access number, **559-6900**.
2. Enter  and wait for the system recording to begin.
3. Enter your mailbox number followed by the  key.
4. Enter your passcode.

Playing Messages

When you access your mailbox to retrieve your messages, the system tells you how many messages you have ("You have 2 urgent messages and 2 unplayed messages"). After the message summary you will be prompted to play your messages.







Playing Your Messages

After accessing the voice mail menu, press . Your urgent messages will automatically be played first. Then, depending on your mailbox settings, you may have the option to play unplayed or saved messages first; otherwise, your unplayed messages will be played first.

Note: The date and time the message was received will automatically play at the beginning of each message.










While Listening to a Message



At any time during message playback you can:

Press this key	To perform this action
	Pause the message for 30 seconds.
	Move back five seconds within the message.
	Move forward five seconds within the message.
	Skip to your next message.
 	Return to the beginning of your previous message.

When You Have Finished Listening to a Message

At the end of a message, you can:

Press this key	To perform this action
	<u>P</u> lay the message again.
	<u>A</u> nsWER the person who sent the message. When you are finished recording your answer, press  Exit to send it and continue your session. Then press  to send your answer to additional mailboxes if you wish.
	<u>G</u> ive the message to another mailbox, distribution list, or off-system telephone number. The system will also give you the opportunity to record additional comments before sending the message to someone else. When you have added your comments, press  Exit and continue your session. Then press  to give the message to additional mailboxes if you wish.
	<u>K</u> eep the message. Kept messages can be accessed only after you have skipped through your unplayed messages and message receipt queues.
	<u>D</u> iscard the message.




Note: If you accidentally discard a message, you can retrieve it by immediately pressing . If you press any key other than the  key immediately after discarding the message, you will not be able to retrieve the discarded message.

Tip: After playing or sending messages, the system may return you to a previous menu with different options than the menu you were just using.

Creating Messages








To create a message, you must first access your mailbox. You can then create a voice message before or after listening to any unplayed messages in your mailbox. Remember that you can address your messages to other mailboxes, distribution lists, and off-system telephone numbers.

Recording a Voice Message

1. Press the  key to make a message.
2. Enter the extension of the intended recipient.
3. After the system confirms the recipient's name, enter the numbers of any other intended recipients (for example, you may wish to send a single message to all members of a certain committee, telling them the time and place of the next committee meeting).
4. When you have finished addressing your message, press the  key.
5. Begin recording your message after the tone. (You may press the  key to pause during recording and then any key to resume recording.)

Sending a message when you have finished recording



Once you have finished recording, you may choose to send, review, modify, cancel, or specify special delivery for your voice message, by selecting from the following options:

Press this key	To perform this action
	Send the message and exit to the main menu.
	<u>A</u> dd to the recording.
	<u>D</u> elete the recording and start over.
	<u>R</u> eplay the message.
	Access <u>M</u> essage addressing options such as urgent delivery, future delivery, confidential, and return receipt. Once you have selected from these options, press   to send your message and exit to the main menu.

User Options

The user options menu allows you to listen to the user tutorial, change your greetings, record your name, and change your passcode, create voice mail distribution lists, and select call scheduling options.








Accessing User Options and User Tutorial

Press the  key to access **u**ser options from the main menu. You can press  at any time to go through the user tutorial again.

Greetings, Name and Passcode

When you first set up your mailbox (see “Setting Up Your Mailbox”), you recorded a greeting and your name and selected a passcode. The user options menu allows you to change these at any time. You should update your greeting(s) regularly — for example, to let callers know whether you're in or out of the office.

From the user options menu, you can:







Press this key	To perform this action
	<p>Change your Greeting(s). You can record a Primary greeting and one or more Conditional greetings. Record Conditional greetings you want callers to hear when your line is busy (e.g., "I'm currently on the phone and unable to take your call"), when you're not there (e.g., "I'm currently away from my desk"), or for extended absences ("I will be away until October 15th,...").</p> <p>You can now press  to record or change your conditional personal greeting,  to record or change your primary personal greeting, or  to enable your Extended Absence Greeting.</p> <p>After you have recorded your greeting, press the  key to select which greeting—Primary or Conditional—you want your callers to hear.</p>
	Re-record your name .
	Change your passcode .

Note: Once recorded, the Extended Absence Greeting is effectively enabled. This means that all callers being forwarded to your mailbox will hear the extended absence greeting and **will not** be able to leave a message. If you want callers to be able to leave messages, do not use the Extended Absence Greeting. When the Extended Absence Greeting is enabled and you dial into your voice mail, you will be prompted to press 1 to retain your Extended Absence Greeting, or to press 2 to disable the Extended Absence Greeting.

Distribution Lists

A distribution list allows you to record a single message and then send it to a large number of people without addressing them each individually. You can use distribution lists whenever you create a message, or give a message to someone else.

Creating or modifying a distribution list

1. Press  from the user options menu.
2. Choose a number to assign to your distribution list. It can be anything, but the first digit must always be zero.
3. Press  to record a name for the distribution list (e.g., "product planning committee"). The system will play this name each time you address messages to this distribution list.
4. Press  to add members to the list; press  to drop members.
5. Enter the extensions of the users you wish to add or drop.
6. Press  if you would like the system to play back the list of members you have selected.
7. Press  to exit to the main menu.

Note: All personal distribution lists must begin with the number 0.

Using a distribution list

Instead of entering a mailbox number, enter the number of the distribution list you want to use. The system reads back the number of the distribution list.