

## Setting Up Your Voicemail for the First Time

*When your voicemail box is created, the system sends an automatic Welcome message which will cause your message light to blink on your phone.*

To set up your voicemail and check your messages from your desk phone, **dial 4999** or press the **Voicemail** icon on your phone and choose voicemail. When asked for your password, your initial password is your phone's extension. Afterwards, you'll be asked to create your own personal password, between 4 & 8 digits. The system will then play the automatic "Welcome" message.

Select Option 4 to manage your greetings. There are 5 different types of messages.

- 1: Extended absence greeting - Used when you will be away from your phone for an extended period of time. It gives the caller an option to try someone else or to leave you a message.
- 2: Personal greeting - This is your personal recorded message giving the caller any information you would like. You have the option to record an Internal greeting. If you do then on-campus caller gets the internal greeting and off-campus callers get the personal greeting.
- 3: Alternate 1 greeting - Alternate greeting message that can be selected without changing the personal greeting.
- 4: Alternate 2 greeting - Alternate greeting message that can be selected without changing the personal greeting.
- 5: Standard greeting - Computer generated voice announcing your extension and asking to leave a message.

**VERY IMPORTANT** Next step - Go back into Option 4, and choose the sub-option to coordinate with the greeting you recorded play that message. So for a Personal Greeting, you recorded it with sub option 2 & now select

sub option 6 to tell it to play. *You can also do this on the webpage, as explained in the Configuration section.*

Last thing to do is select Option 5, then sub option 1, to record your name. **\*\*You need to have this recorded to be able to send messages or received sent messages. \*\***

This also announces your name when you call someone else, instead of just listing the extension.

## **Menu of Voicemail**

Option 2 Send Messages

Option 4 Greeting Management

1. Extended Absence
2. Personal Greeting
3. Alternative Greeting 1
4. Alternative Greeting 2
5. Standard Greeting
6. Personal Greeting being played
7. Alternative Greeting 1 being played

Option 5 Personal Options

1. Record your name
2. Change your password