

SETTING UP VOICEMAIL BOXES FOR FACULTY/STAFF SHARING AN EXTENSION

IMPORTANT – understand the concept: If your phone is unanswered or busy, you have one greeting which the caller hears first, instructing them to “Press 1 for _____, Press 2 for _____, Press 3 for _____” – where the blank is for each individual’s name. **You must instruct the caller to press 1, 2, 3 or 4 here.** You ALSO have your own personal voicemail box, with your own very brief greeting (and its own password), where the caller can leave a message. If there are only 2 people sharing the phone, just use 1 and 2. **You MUST do all 3 steps below.**

STEP 1: Record your shared greeting instructing the caller to press 1,2,3 or 4.

DIAL 2 4 2 4 from your own phone on campus

HIT # then enter your password (initially 11111 [6 one's] unless you have changed it), then # again.

PRESS 2 to change your password. Follow the voice commands to change the password to something all individuals sharing the voicemail box will remember

PRESS 1 to change your greeting. Follow the voice commands to change your greeting. This is the shared greeting for all individuals sharing the phone – something like “Hello, we’re either out or on the phone now, to leave a message for _____, press 1, for _____ press 2, for _____ press 3.” **Remember to instruct your caller to press 1, 2, 3.** You have 30 seconds for this greeting.

When done speaking, PRESS * then #

HANG UP

STEP 2: Record your personal voicemail box greeting (each person).

Important to understand: your voicemail box number is NOT just your extension number – it is your **extension number plus the number 1, 2, or 3**, as you have assigned it in the greeting you did in step 1. So your **voicemail box number is 5 digits**. When a voicemail prompt says, “if calling from your own extension....”, ignore that, because it will not know your 5-digit voicemail box number – you must always enter your 5-digit voicemail box number.

DIAL 2 4 2 4 from on campus

ENTER your 5 digit (i.e., 21011 or 21012 or 21013 or 21014) personal voicemail box no., then #
ENTER your password (initially 11111 [6 one's], unless you have changed it), then # again.

PRESS 9 then 3 to change your personal and confidential password
Follow the voice commands to change your personal password.

PRESS 8 then 1 to change your personal greeting.

Follow the voice commands to change your greeting.

This is your **personal confirmation that the caller has reached the correct voicemail box** - just say something like “Please leave a message for _____”.

You have just 6 seconds for this greeting.

When done speaking PRESS * then #

HANG UP

SEE NEXT PAGE OR REVERSE FOR MORE INFORMATION

STEP 3: Test (Highly Recommended)

Simply call your own phone from your own phone through an outside line (9, 389-xxxx). You should hear a greeting that properly instructs the caller to dial 1, 2, or (if needed) 3, and for which person. Press 1, 2, or 3 and check that you get your personal greetings. Leave yourself a message and try retrieving it (see below).

RETRIEVING YOUR VOICEMAIL:

There is no indicator light or “broken” dial tone when you have voicemail waiting. To find out if you have voicemail, you must dial into the voicemail system.

DIAL **2 4 2 4** from on campus - or **3 8 9 - 2 4 2 4** from off campus

ENTER your 5 digit personal voicemail box number, then #

(remember, ignore the prompt “if you are calling from your own extension...” – you must ALWAYS enter your 5 digit voicemail box number, then #, then your password, then # again)

ENTER your personal password (what you changed it to in step 2 above) then #

PRESS 3 and follow the voice commands to see if you have messages and to listen, skip, delete, etc.

If you have a phone which allows you to program dialing sequences and have them automatically executed when you hit just one or two keys, this will work well for going through the above process to regularly check and retrieve your voicemail. You may need to place PAUSES in your dialing sequence at the logical places – the manual for your own telephone should tell you how to do this.