

Voice Mail Directions

Logging in to your Mailbox

1. Enter 1600 (on-campus); 330-1600 (off-campus)
2. Enter extension followed by **#**
3. Enter password followed by **#**

Playing your messages

When you log in to your mailbox, you are at your first new message.

1. Press **2** to play the current message.
2. Press **6** to go to the next message; or press **4** to go to the previous message.
3. To disconnect, press **8 3** or hang up.

While playing a message:

- To skip back five seconds, press **1**; to skip forward five seconds, press **3**.
- To play the message slower, press **2 1**; to play the message faster press **2 3**.
- To play the message softer, press **2 4**; to play the message louder, press **2 6**.
- To pause, press **#**; to continue, press **2**.

Deleting and Restoring Messages

- Before, during, or after playing a message, press **7 6** to delete it.
- To restore a deleted message, including a message that has been auto deleted by the system, return to the message and press **7 6**.

Responding to messages

Before, during, or after playing a message:

Contact Sender

1. To contact the sender, press **9** Speak to the person or leave a message
2. Hang up

Reply

1. To reply to a message, press **7 1** Record a reply
2. Press **7 9** to send it.

Reply All

1. To reply to the sender and all recipients of a message, press **7 4**
2. Record a reply
3. Then press **7 9** to send it.

Forward

1. To forward a message, press **7 3**.
 2. Address the message, then press **7 9** to send it.
 - You can record an introduction before sending the message.
- To play the message envelope, press **7 2**.

Composing messages

1. While logged in to your mailbox, press **7 5**.
2. Enter the first address, then press **#**.
 - You can enter more addresses followed by **#**. (To cancel an address, press **0 #**.)
3. When you have finished, press **#** again.
4. Press **5**.
5. At the tone, record your message.
6. Press **#**.
 - To play the message press **2**.
 - To add options and attachments press **7 0**, then:
 - Urgent **1**
 - Private **4**
 - Acknowledge **5**
 - Timed Delivery **6**
 - Add Attachment **7**
7. Press **7 9** to send the message.

Name Dialing

1. At the address prompt, enter the Name Dialing prefix, or press *.
2. Spell the last name, then the first name
3. Stop when the system finds the name.

Express Messaging

1. Dial 1605 (on-campus); or 612-330-1605 (off-campus)
2. Enter the mailbox number of the person for whom you are leaving the message
3. Press **#**
4. At the tone record your message
5. Hang up

Using Standard Commands

Skip back **1**

Play **2**

Skip forward **3**

Previous message **4**

Record **5**

Next message **6**

Message commands begin with **7**

Mailbox commands begin with **8**

Changing your password

1. Log on to your voicemail system
2. Press **8 4**
3. Enter your current password, then press **#**
4. Enter your new password, then press **#**
5. Enter your new password again, then press **#**

Recording greetings and name

1. Log in to your mailbox
2. Press **8 2**
3. Press **1** for External Greeting
Press **2** for Internal Greeting
Press **3** for Temporary Greeting
Press **9** for Personal Verification
4. Press **5** to record. Wait for the tone, then record your greeting or name
5. Press **#** to end your recording.
To review your recording press **2**
To delete a greeting press **7 6**
6. Press **4** to return to your messages

When you record a temporary greeting, tell your callers the times or dates of your absence, and when you will retrieve your messages. You can set the month, day, and time for the greeting to expire. If you don't set an expiry date, the temporary greeting will stay in effect until you delete it.