

Voicemail Instructions

Summary:

Instructions on how to log in to and use certain functions of voicemail.

Problem:

Need to log in to voicemail or use functions in voicemail such as responding to, playback, or retrieving.

Resolution:

Voice Mail Instructions

Logging into your mailbox from your desk for the first time to change temporary password.

- Pickup receiver to get a dial tone.
- Press the message key on your phone (or dial 66199 or 38299).
- Enter your mailbox number then press #.
- Enter the temporary password, then press #
- Press 84 (change password menu)
- Enter old password, then press #
- Enter new password (must be 6 digits or more, ex. 010203) then press #
- Re-enter new password to confirm, then press #

Retrieving/Playing back your messages

- Pickup receiver to get a dial tone.
- Press the message key on your phone (or dial 66199 or 38299).
- Enter your mailbox number then press #.
- Enter your password (6 characters), then press #
- Press 2 to play the current message, Press 6 to go to next message, Press 4 to go the previous message. To go to a specific message, press 86, enter the message number, then press #. (on phones with a display, the instructions are displayed at the bottom of the screen)

To review and respond to your messages, you may do so before, during or after playing a message.

- To delete a message press 76, to restore a deleted message return to message and press 76 again.
- To call sender, press 9.
- To reply to the sender and all recipients, press 74
- To forward the message, press 73.

Recording Greetings

- Pickup receiver to get a dial tone.
- Press the message key on your phone (or dial 66199 or 38299).
- Enter the mailbox number then press #.
- Enter your new password (6 characters), then press #
- Press 82

- Press 1 for external greeting, 2 for internal greeting, or 3 for temporary greeting.
- Press 5 to record. Wait for the tone, then record.
- Press # to end your recording. (To play your greeting, press 2)
- Press 4 to return to your messages.

While you are playing a message:

- To skip back five seconds, press 1, to skip forward five seconds, press 3.
- To play the message faster, press 23; to play the message slower, press 21.
- To pause, press #; to continue, press 2.
- **Express Messaging (to leave a message on a mailbox without calling their extension)**
- Dial 66190 (if you normally call 66199) or 38290 (if you normally call 382299)
- Enter the mailbox number of the person for whom you are leaving the message, then press #.
- Wait for the tone, then record your message

****To have voice mail pick up automatically (phone doesn't ring) - press your forward key and enter voice mail number. (Transportation – 38299, ESC - 66199) then press the "done" key. To cancel – press check forward key and cancel forward then "ok".***

If you have any questions or concerns, please contact the ISS Help Desk at 746-6300 (Monday through Friday, 7:00 a.m. to 4:30 p.m.)

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